Specification of Competency Standards for ICT Operation and Support
Unit of Competency

Functional Area: Core Skills

Title	Keep user/client informed of status of work
Code	107866L2
Range	This unit of competency applies to IT personnel who provides work status to users or clients where users can be different categories of internal and/or external. The type of work can be: support, installation, maintenance work or production work. The format and the timing of work status depends on the type of work and length of work which the practitioners need to judge.
Level	2
Credit	1

Competency	Performance Requirements
	1. Knowledge for keeping user/client informed of status of work
	• Possess good communication and interpersonal skills
	• Possess good written skills
	• Possess basic knowledge of the organisation's guideline for customer support
	• Understand and appreciate the importance of providing work status
	2. Keep user/client informed of status of work
	• Comprehend the organisation's guidelines and procedures for customer service and understand why the need to keep user/client informed of work status, included but not limited to the following reasons:
	  • Trigger start of work or signify end of work
	  • Allow user/client to plan:
	    • their schedule
	    • contingencies
	  • Provide transparency of work
	  • Personal professionalism
	  • Organisation's image
	• Select the appropriate format and length of work status, including but not limited to the following:
	  • Formal project report
	  • Verbal (face to face, phone call, recorded message, etc.)
	  • Simple sign (nod of the head, thumbs up, etc.)
	  • Short written note (on standard form, email, plain paper, etc.)
	• Determine appropriate time to communicate the work status
	  • Start of work
	  • End of work
	  • Different stages/phases of work
	• Determine the level of detail for the communication of work
	• While communicating the work status, ensure the user/client:
	  • Receive the reported status
	  • Understand the reported status
	3. Exhibit professionalism
	• Always protect the interest and image of the organisation
	• Always ensure user/client aware of the status of the work

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Understand the importance of keeping user/client informed of work status • Provide work status to user/client in the correct format, correct level and at appropriate time
Remark	