



Job Ready Program – Employment Verification Report (EVR) ICT Customer Support Officer (ANZSCO 313112)

The Trades Recognition Australia (TRA) Job Ready Program (JRP) is an employment-based skills assessment program for international student graduates with an Australian qualification.

You are receiving this form because you have an employee applying for, or currently participating in, the Job Ready Program. The information you provide in this form will allow us to confirm that the workplace and employment arrangements provide enough opportunity for the participant to develop the required skills in their nominated occupation.

Your role, as the employer, is to:

- give the participant appropriate trade level work under standard employment arrangements within a safe work environment
- nominate an employee skilled in the occupation to supervise the participant
- sign-off on the participant's progress report (usually six months after the start of the program)
- support the participant to develop and improve their skills and understanding of Australian Standards and Legislation, language, and terminology as it is used in the workplace
- help the participant to demonstrate their trade skills in an Australian workplace
- allow an approved assessor to carry out a workplace assessment of the participant's skills and job readiness (after 6 months or longer in the program).

To receive a successful workplace assessment outcome your employee (the JRP participant) will have to demonstrate the skills they have developed in the workplace. They will also have to show that they have the capacity to apply their skills and knowledge to all other tasks and duties involved in the occupation even if they are not doing them daily.

How to provide the completed EVR to TRA

This form must be completed and signed by you, as the employer and/or a nominated supervisor. The participant will upload the completed EVR in the TRA Online Portal.

If you have any questions about this form or the Job Ready Program, please visit www.tradesrecognitionaustralia.gov.au or email jrpenquiries@dewr.gov.au.



Section One: Participant Details

TRA Reference Number

Participant's Name

Date the participant started work for you

Is the participant still employed with you?

☐ YES

☐ NO

If NO, what date did they finish?

How many hours/week on average are they working/did they work?

Is the participant working as an ICT Customer Support Officer?

☐ YES

☐ NO

If NO, what is their current occupation/job?

Is the participant a subcontractor?

☐ YES

☐ NO

If YES, do you supervise the participant (i.e., they work under your direction, and you directly assign them work)?

☐ YES

☐ NO

Section Two: Business Details

Registered Business Name

Address

Australian Business Number (ABN)

Address of website or web presence (e.g., Facebook)

Name of Employer

Contact number/s and email

Name of Supervisor

Contact number/s and email

Number of ICT Customer Support Officers employed

Type of business

☐ Computers

☐ Home entertainment installations

☐ Mobile phone repairs

☐ Printers /photocopiers

☐ Security systems

☐ Other (please specify)

Do you provide pay slips?

☐ YES

☐ NO

If YES, how often?

☐ Weekly

☐ Fortnightly

☐ Monthly

If NO, do you direct deposit wages to the participant under sub-contracting arrangements?

☐ YES

☐ NO



If NO, please provide reason

Section Three: Tasks Performed

ICT Customer Support Officer [313112]: Provides support, education and guidance in the deployment and maintenance of computer infrastructure and the diagnosis and resolution of technical problems and issues. May work in a call centre.

Please tell us about the work the JRP participant is doing, or will have the opportunity to do, in your workplace as an ICT Customer Support Officer.

This section is divided into *trade* skills (the tasks and work they do; the tools and equipment they use) and *workplace* skills (how they communicate and work with others; how they get the work done).

It is important that the participant has the opportunity in your workplace to develop their skills and understanding in all these areas. If you tick no to any of the questions below, please provide reasons in the comments box.

Trade Skills

Tasks and Duties	Yes	No	Comments
Identifying the occupational health and safety and workplace procedures required to complete tasks safely	<input type="checkbox"/>	<input type="checkbox"/>	
Monitoring computer system performance to ensure proper operation	<input type="checkbox"/>	<input type="checkbox"/>	
Troubleshooting issues with computer applications or systems	<input type="checkbox"/>	<input type="checkbox"/>	
Documenting operational activities	<input type="checkbox"/>	<input type="checkbox"/>	
Running standard diagnostic tests	<input type="checkbox"/>	<input type="checkbox"/>	
Testing software performance	<input type="checkbox"/>	<input type="checkbox"/>	
Answering user inquiries regarding computer software or hardware operation to resolve problems	<input type="checkbox"/>	<input type="checkbox"/>	
Responding to service issues and requests in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	
Assisting in testing new technology	<input type="checkbox"/>	<input type="checkbox"/>	

Workplace Skills

The participant will build their understanding of the workplace by:	Yes	No	Comments
Complying with Australian Standards, legislation, regulations, and terminology relevant to an ICT Customer Support Officer	<input type="checkbox"/>	<input type="checkbox"/>	
Identifying and resolving issues and problems	<input type="checkbox"/>	<input type="checkbox"/>	



Demonstrating adaptability in supporting and resolving customer requests	<input type="checkbox"/>	<input type="checkbox"/>
Working effectively with others	<input type="checkbox"/>	<input type="checkbox"/>
Communicating effectively	<input type="checkbox"/>	<input type="checkbox"/>
Collaborating with others to resolve information technology issues	<input type="checkbox"/>	<input type="checkbox"/>
Inspecting supplies, equipment and work areas for cleanliness, safety, and functionality	<input type="checkbox"/>	<input type="checkbox"/>
Talking with supervisors, other staff or customers using the correct language and terminology	<input type="checkbox"/>	<input type="checkbox"/>
Talking with customers about work requirements and work performed	<input type="checkbox"/>	<input type="checkbox"/>
Working under pressure	<input type="checkbox"/>	<input type="checkbox"/>
Identifying and dealing with risks	<input type="checkbox"/>	<input type="checkbox"/>

Additional Information/Comments

Please write in the space below if you have any further information and/or comments on the JRP participant's work performance or duties.



Section Four: Supervisor and Employer Declaration

NOTE: Penalties apply under the Crimes Act 1914 and the Criminal Code Act 1995 may apply for making false or misleading statements and providing false or misleading information or documents.

I confirm that:

- a. I am an authorised representative of the business listed in Section 2
- b. the information in Sections 1 and 2 above is true and accurate
- c. the information in Section 3 is a true and accurate record of the tasks and duties that the JRP participant is doing, or will be doing, in this workplace
- d. I agree to allow a workplace assessment of the participant's skills.

Supervisor Name

Position

Signature

Date (dd/mm/yyyy)

Employer Name (if different
to Supervisor)

Signature

Date (dd/mm/yyyy)