



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 jrpenguiries@dewr.gov.au.



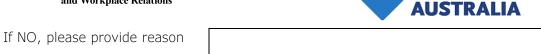


Section One: Participant Details

TRA Reference Number			
Participant's Name			
Date the participant started wor	k for you		
Is the participant still employed with you?		☐ YES	□NO
If NO, what date did they finish	?		
How many hours/week on averaworking/did they work?	ge are they		
Is the participant working as an Support Officer?	ICT Customer	□ YES	□NO
If NO, what is their current occu	ipation/job?		
Is the participant a subcontractor	or?	☐ YES	□NO
If YES, do you supervise the parthey work under your direction, 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 specif
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	☐ YES	□ NO	

sub-contracting arrangements?





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.

TRADES RECOGNITION

Please tell us about the work the JRP participant is doing, <u>or will have the opportunity to do</u>, 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 <u>all</u> these areas. If you tick <u>no</u> 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			
Monitoring computer system performance to ensure proper operation			
Troubleshooting issues with computer applications or systems			
Documenting operational activities			
Running standard diagnostic tests			
Testing software performance			
Answering user inquiries regarding computer software or hardware operation to resolve problems			
Responding to service issues and requests in a timely manner			
Assisting in testing new technology			

Workplace Skills

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





•			
Demonstrating adaptability in supporting and resolving customer requests			
Working effectively with others			
Communicating effectively			
Collaborating with others to resolve information technology issues			
Inspecting supplies, equipment and work areas for cleanliness, safety, and functionality			
Talking with supervisors, other staff or customers using the correct language and terminology			
Talking with customers about work requirements and work performed			
Working under pressure			
Identifying and dealing with risks			
Additional Information/Comments			
Additional Information/Comments Please write in the space below if you have any further in JRP participant's work performance or duties.	formation	ı and/or comment	s on the
Please write in the space below if you have any further in	formatio	n and/or comment	s on the





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	
Super visor Hume	
Position	
Signature	
Date (dd/mm/yyyy)	
Employer Name (if different	
to Supervisor)	
Signature	
Date (dd/mm/yyyy)	