# Job Ready Program – Skills Progress Report (SPR)

## ICT Customer Support Officer (ANZSCO 313112)

As a participant in the Job Ready Program, you need to give Trades Recognition Australia (TRA) an update on your progress after six months of employment under the program.

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| --- | --- |
| Why you need to complete the Skills Progress Report (SPR) | It allows you to assess how you are progressing in your workplace and report on your skills development. It is an opportunity for you to check with your employer that you are on the right track for a successful Job Ready Workplace Assessment (JRWA).It lets us know what you are doing in your workplace. Your completed SPR will be given to the person who will assess your skills and how you go about your work. In the JRWA the assessor will ask you questions about the information given in this form, so it is important that your answers are accurate. |
| How to fill in the SPR | Tell us about your *trade* skills (the tasks and the work you do; the tools and equipment you use); and your *workplace* skills (how you communicate and work with others; how you get the work done). Answers must be about the work that you have done in this workplace (not work done in a previous workplace).For each question, please answer either:* **Yes** (Yes, I am doing this or have done this), OR
* **No** (No, this is not something I have done or will be doing in this workplace) OR
* **Not Yet** (this is something that I will be doing in this workplace but have not yet had the opportunity to do it).

If you or your supervisor/employer want to give us more information, this can be written under ‘comments’. |
| How to provide your completed SPR | Log in to the [TRA Online Portal](https://extranet.employment.gov.au/trades/Interface/Pages/Security/Logon.aspx) and upload your completed SPR in PDF format using the *Document Uploads* link. |
| What happens if your supervisor or employer changes | Let us know in Section 2 if your supervisor has changed.If you have left your employer, please get your previous employer or supervisor to sign an SPR for the work you did there.When you have a new employer, please register your new employer in the [TRA Online Portal](https://extranet.employment.gov.au/trades/Interface/Pages/Security/Logon.aspx) as soon as possible. You will need to upload a completed Employment Verification Report (EVR) for your new employer. EVRs can be downloaded from [www.tradesrecognitionaustralia.gov.au](http://www.tradesrecognitionaustralia.gov.au) You do **not** have to pay a fee to register a new employer. |

### Section One: JRP Participant Details

|  |  |
| --- | --- |
| TRA Reference Number |  |
| Participant’s Name |  |
| Are you still employed with this employer? | [ ]  YES | [ ]  NO |
| If NO, what date did you finish (dd/mm/yyyy)? |  |
| Are you working as an ICT Customer Support Officer? | [ ]  YES | [ ]  NO |
| If NO, what date did this change and what is your current occupation/job? |  |

### Section Two: Employer/Nominated Supervisor Details

|  |  |
| --- | --- |
| Registered Business Name |  |
| Business Address |  |
| Name of Employer |  |
| Employer’s contact number/s and email |  |
| Name of supervisor |  |
| Supervisor’s contact number/s and email |  |
| Is this a new supervisor? | [ ]  YES | [ ]  NO |
| Do you want your supervisor details updated? | [ ]  YES (*The change is permanent*) | [ ]  NO (*The change is temporary*) |

### Section Three: Work Performed by JRP Participant

|  |  |  |
| --- | --- | --- |
| This SPR covers the period between (dd/mm/yyyy): | Start Date  | End Date  |
|  |  |

**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.

##### **Note**: During your workplace assessment you will be asked to demonstrate the skills you have developed in the workplace. You will also need to talk about and understand other tasks and duties involved in the occupation even if you are not doing them regularly in your current workplace.

*Please tick (✓) the skills you have demonstrated over the period covered by the SPR. Each question must have a response: ‘Yes’ (Y), ‘No’ (N), or ‘Not Yet’ (NY).*

***Trade Skills***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| What I did/am doing at work – essential tasks and duties | Y | N | NY | 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 | [ ]  | [ ]  | [ ]  |  |
| Additional tasks and duties | **Y** | **N** | **NY** | **Comments** |
| Installing and optimising operating system software | [ ]  | [ ]  | [ ]  |  |
| Operating computer systems | [ ]  | [ ]  | [ ]  |  |
| Assisting in testing new technology | [ ]  | [ ]  | [ ]  |  |
| I gained experience in using tools and equipment, including: | Y | N | NY | Comments |
| Hand tools such as screwdrivers, torx drivers, portable labeller, USB keyboard, mouse, cable ties | [ ]  | [ ]  | [ ]  |  |
| Testing equipment such as hardware and software | [ ]  | [ ]  | [ ]  |  |
| Repairing/replacing peripheral equipment such as terminals, printers, and modems | [ ]  | [ ]  | [ ]  |  |
| Software tools such as maintenance, driver, set-up, troubleshooting and testing software | [ ]  | [ ]  | [ ]  |  |
| Selecting the tools and test equipment required for different tasks | [ ]  | [ ]  | [ ]  |  |
| Maintaining tools, equipment, and work areas in good and safe condition | [ ]  | [ ]  | [ ]  |  |

***Workplace Skills***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| I am building my workplace skills by: | Y | N | NY | Comments |
| Complying with Australian standards, legislation, and regulations that apply to ICT Customer Support Officers | [ ]  | [ ]  | [ ]  |  |
| 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**

If you have any further information and/or comments on your work performance or duties, please write them here.

|  |
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|  |

**Section Four: Declarations**

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.

**Employer/Nominated Supervisor**

By signing this report, you are **confirming** that you are an authorised representative of this business and the information in the table above is a true and accurate record of the tasks and duties performed by the Job Ready Program participant in this workplace.

|  |  |
| --- | --- |
| Supervisor Name |  |
| Supervisor Position |  |
| Supervisor Signature |  |
| Date (dd/mm/yyyy) |  |

**Employer/Nominated Supervisor Comments**

If you have any comments or additional information on the participant’s work performance or duties, please provide these in the box below.

|  |
| --- |
|  |

**Job Ready Program Participant**

Please tick (✓):

|  |
| --- |
|[ ]  The information I have supplied on this form is true and correct |
| Signature of JRP participant: |  | Date (dd/mm/yyyy): |