



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.

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](#) 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](#) 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 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 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Monitoring computer system performance to ensure proper operation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Troubleshooting issues with computer applications or systems | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Documenting operational activities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Running standard diagnostic tests | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Testing software performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Answering user inquiries regarding computer software or hardware operation to resolve problems | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Responding to service issues and requests in a timely manner | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Y | N | NY | Comments |
| Additional tasks and duties | | | | |
| Installing and optimising operating system software | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Operating computer systems | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Assisting in testing new technology | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 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 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Testing equipment such as hardware and software | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Repairing/replacing peripheral equipment such as terminals, printers, and modems | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |



| | | | |
|--|--------------------------|--------------------------|--------------------------|
| Software tools such as maintenance, driver, set-up, troubleshooting and testing software | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Selecting the tools and test equipment required for different tasks | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maintaining tools, equipment, and work areas in good and safe condition | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

Additional Information/Comments

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



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):