VETASSESS

Information sheet

ICT Account Manager

ANZSCO: 225211

Group B

About this document

- The following Information Sheet is for your reference only and should be used as a guide to assist with your Skills Assessment application to VETASSESS. This information is subject to change.
- Please note that a Skills Assessment of the qualification involves assessment of both the qualification level and content. Qualifications are assessed according to the guidelines published by the Australian Government Department of Education.
- The employment assessment involves determining the skill level and relevance of the tasks undertaken.
- Integrity checks may be conducted to verify the qualification and employment claims made in an application.

Job description

An ICT Account Manager manages sales of computer hardware, software and services to existing account clients and identifies further sales opportunities within these accounts. They build new account clients, manage customer satisfaction and retention, and coordinate the preparation and presentation of ICT sales proposals and tenders.

Occupations not considered under this ANZSCO code:

- ICT Sales Representative
- ICT Business Development Manager
- ICT Sales Assistant
- Sales Representative (Business Services
- Technical Sales Representatives nec

These occupations are classified elsewhere in ANZSCO or are not at the required skill level.

ICT Account Manager is a VETASSESS Group B occupation

This occupation requires a qualification assessed as comparable to the educational level of an Australian Qualifications Framework (AQF) Bachelor degree or higher.

Applicants must have fulfilled at least one of the following four criteria (1–4):

GROUP B	Criteria for a suitable Skills Assessment			
	Minimum comparable Bachelor or higher degree AQF level	With highly relevant major field of study	Additional highly relevant qualifications	Highly relevant employment duration
1	AQF +	+	N/A +	1 YEAR minimum
2	AQF +	No highly relevant major +	AQF Minimum AQF Diploma level with highly relevant major +	2 YEARS minimum
3	AQF +	No highly relevant major +	No additional highly relevant qualifications +	3 YEARS minimum
Pre-qualification methodology can apply to Group B occupations				
	Highly relevant employment duration	With or without highly relevant major field of study	Additional highly relevant qualifications	Comparable Bachelor degree AQF level
4	5 YEARS minimum + 1 YEAR minimum Within last 5 years	+ N/A +	N/A +	AQF

Description of Pathways

The information below describes the available pathways for a Skills Assessment under **Group B**. Please note that in order to achieve a suitable Skills Assessment Outcome, a positive assessment for both qualifications and employment is required.

Pathway 1

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Bachelor degree or higher degree and in a field highly relevant to the nominated occupation.

Bachelor degree or higher degree includes AQF Master Degree or AQF Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **one** year of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Pathway 2

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Bachelor degree or higher degree and in a field not highly relevant to the nominated occupation.

Bachelor degree or higher degree includes AQF Master Degree or AQF Doctoral Degree.

An additional qualification in a highly relevant field of study at a minimum AQF Diploma level is required. Additional qualifications in a highly relevant field of study include those comparable to the AQF Diploma or AQF Advanced Diploma or AQF Associate Degree or AQF Graduate Diploma.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **two** years of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

For example, an applicant for the occupation Quality Assurance Manager completed a non-relevant AQF Bachelor qualification in April 2024 and later completed an AQF Diploma in Quality Management in May 2026. The applicant commenced employment with the organisation in May 2024 and remains employed there.

Under Pathway 2, the applicant satisfies the minimum educational requirement for a Group B occupation through the AQF Bachelor qualification. Accordingly, employment is counted from the completion date of the Bachelor qualification, meaning employment from May 2024 onwards may be considered toward both the required Qualifying Period (QP) and any remaining eligible period for the points test.

As the later Diploma qualification is highly relevant to the occupation, the applicant may access the reduced employment requirement applicable under Pathway 2. In this case, only two years of QP are required, and that employment may be counted from the post-Bachelor period rather than from the Diploma qualification completion date.

Pathway 3

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Bachelor degree or higher degree and in a field not highly relevant to the nominated occupation.

Bachelor degree or higher degree includes AQF Master Degree or AQF Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **three** years of post-qualification employment at an appropriate skill level, undertaken in the last five years,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Pathway 4

This pathway requires a qualification assessed as comparable to the education level of an Australian Qualifications Framework (AQF) Bachelor degree or higher degree with or without a highly relevant major field of study to the nominated occupation.

Bachelor degree or higher degree includes AQF Master Degree or AQF Doctoral Degree.

In addition, it is essential for applicants to meet the following employment criteria:

- at least **six** years of employment at an appropriate skill level that includes at least **one** year of highly relevant employment within the last five years before applying,
- working 20 hours or more per week, and
- highly relevant to the nominated occupation.

Qualification

Other major fields of study may be considered if the employment is highly relevant and there is a clear connection between the field of study and the products or services sold.

*This includes qualifications assessed at AQF Bachelor, Master and Doctoral level.

Highly relevant major fields of study include:

- Computer Science
- Information Technology

Employment

Highly relevant tasks include:

- Compiling lists of prospective client businesses using trade directories and other sources.
- Acquiring and updating knowledge of employer's and competitors' goods and services, and market conditions.
- Visiting regular and prospective client businesses to establish and act on selling opportunities.
- Assessing customers' needs and explaining the goods and services which meet their needs.
- Promoting employers' ICT goods and services to existing and prospective clients.
- Quoting and negotiating prices and credit terms, and completing contracts and recording orders.
- Arranging delivery of goods, installation of equipment and the provision of services.
- Reporting to sales management on sales made and the marketability of ICT goods and services
- Following up with clients to ensure satisfaction with ICT goods and services purchased, arranging modifications and resolving any problems arising.
- Preparing sales reports, and maintaining and submitting records of business expenses incurred.

Employment information

Account Managers identify opportunities to sell ICT products and services within designated accounts and maintain retention rates. The ICT products sold are typically targeted at industrial, business, professional and other organisations and would normally be expected to constitute business solutions rather than be off-the-shelf products. The role requires in-depth, specialised knowledge in ICT to assess the needs of client organisations, explain the goods and services in detail, and engage in appropriate reporting and business planning.

ICT Sales Assistants, who sell computing and telecommunications-related goods and services in retail and wholesale establishments, are elsewhere classified in ANZSCO at a lower skill level than ICT Sales Professionals.