



Australian Government

Department of Education, Employment and Workplace Relations

ICAD5092B Update and document operational procedures

Release: 1

ICAD5092B Update and document operational procedures

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit defines the competency required to assess, update and document the operational procedures required to use the system.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</p>
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		
	ICAD4217B	Create technical documentation
	ICAD3218B	Create user documentation

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Assess technical and user documentation	1.1. Review current versions of <i>technical and user documentation</i> 1.2. Compare accuracy of <i>technical and user documentation</i> with current <i>system</i> functionality 1.3. Identify and document inaccuracies in the documentation
2. Update procedures	2.1. Determine operational procedure requirements using review outcomes 2.2. Develop/update operating procedures for the <i>system</i> 2.3. Submit proposed operating procedures to <i>appropriate person</i>
3. Update documentation	3.1. Review feedback and make appropriate changes 3.2. Update <i>technical and user documentation</i> to incorporate changes 3.3. Submit <i>technical and user documentation</i> to appropriate person for final approval 3.4. Distribute <i>technical and user documentation</i> as agreed with <i>appropriate person</i>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- Plain English literacy and communication skills in relation to analysis, evaluation and presentation of information (e.g. when validating documentation, and when specific procedures are identified and reviewed with front-line staff using techniques appropriate to the project or company requirements)
- Teamwork skills that involve the contribution to solutions and goals of a non-routine or contingency nature (e.g. when specific procedures are identified and reviewed with front-line staff using techniques appropriate to the project or company requirements)
- Report writing skills for business, requiring depth in some areas, and analysis and evaluation of information in a defined range of areas
- Media development application skills (e.g. when documentation is distributed to the operational area in accordance with organisation standards and procedures)

REQUIRED SKILLS AND KNOWLEDGE**Required knowledge**

- Documentation standards and tools (e.g. when determining procedural areas to document)
- Client business domain (e.g. when determining procedural areas to document)
- Role of stakeholders and the degree of stakeholder involvement (e.g. when possible areas requiring new and/or revised procedures are identified with system developers and/or client users)
- Current industry-accepted hardware and software products, with broad knowledge of general features and capabilities and detailed knowledge in some areas
- Current business practices in relation to preparing reports (e.g. when validating documentation)

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Assessment must confirm ability to manage the production of clear, easy-to-read procedures conforming with required standards for the utilisation of the specified system.

To demonstrate competency in this unit the person will require access to:

- System or project related documentation
- Staffing resources
- Documentation tools

Context of and specific resources for assessment

Operational procedures underpin the performance of an organisation. Without operational procedures the risk of system breakdown is increased and even increased if the system connects to wide area network or the internet.

The breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and coordination would be characteristic.

Assessment must ensure:

- self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others.
- Applications involve participation in development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include

EVIDENCE GUIDE	
	<p>participation in teams including teams concerned with planning and evaluation functions. Group or team coordination may also be involved.</p>
Method of assessment	<p>The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.</p> <ul style="list-style-type: none"> Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended</p> <p>An individual demonstrating this competency would be able to:</p> <ul style="list-style-type: none"> Demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas Analyse and plan approaches to technical problems or management requirements Transfer and apply theoretical concepts and/or

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	<p>technical or creative skills to a range of situations</p> <ul style="list-style-type: none"> • Evaluate information, using it to forecast for planning or research purposes • Take responsibility for own outputs in relation to broad quantity and quality parameters • Take some responsibility for the achievement of group outcomes • Maintain knowledge of industry products and services
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Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Technical and user documentation may include:

- system or project specifications
- system design
- system functionality
- reports
- help references
- technical manuals
- operational procedures
- training materials and self-paced tutorials
- on-line help
- user guides
- brochures

System may include but is not limited to:

- networks
- software
- databases
- applications
- servers
- operating systems
- gateways

RANGE STATEMENT

<i>Appropriate person</i> may include:	<ul style="list-style-type: none">• supervisor• teacher• authorised business representative• client
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Unit Sector(s)

Unit sector	Documentation
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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