Australian Government

Department of Education, Employment and Workplace Relations

ICAA4041C Determine and confirm client business expectations and needs

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

ICAA4041C Determine and confirm client business expectations and needs

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to determine client business requirements and verify the accuracy of the information gathered.
	The following units are linked and form an appropriate cluster:
	• ICAA4047B Determine project specifications and secure client agreement • ICAD4043B Develop and present a feasibility report
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units	

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Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine context of business need or problem	1.1. Establish the business *problem* to be investigated including determination of *system* boundaries, scope and the development methodology to be used
	1.2. Choose *information gathering method* and develop questions appropriate to business *problem*
	1.3. Develop objectives and identify expected outcomes to be achieved
	1.4. Document the business *problem*
	1.5. Submit *documentation* to *appropriate person* for substantiation
2. Gather information	2.1. Use chosen *information gathering method* to identify *clients* of the *system* and *problems* they encounter
	2.2. Record *client* responses
	2.3. Analyse gathered information to identify new *system requirements* and establish *problem* specifications
	2.4. Document *system requirements* and *problems*
	2.5. Analyse physical requirements and identify changes required to implement new systems
3. Confirm system specifications	3.1. Check *documentation* to ensure it meets *client* business needs
	3.2. Submit *documentation* to the *client* for verification of accuracy and approval
	3.3. Make changes to the *documentation* as necessary as indicated by the *client*
	3.4. Submit *documentation* to *client* for final approval/sign-off

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• Problem solving skills for a defined range of unpredictable problems involving participation in the development of strategic initiatives

REQUIRED SKILLS AND KNOWLEDGE

- Communication skills in relation to analysis, evaluation and presentation of information (e.g. when questionnaires or material needed for workshops and interviews are developed and trialled)
- Teamwork skills involving the contribution to solutions
- Group facilitation and presentation skills in relation to transferring and collecting information and gaining consensus
- Research skills for specifying, analysing and evaluating broad features of a particular business domain

Required knowledge

- Detailed knowledge of the client business area
- Broad knowledge of data gathering techniques
- Software products related to data capture
- Features and capabilities, with detailed knowledge in areas related to the client
- Broad knowledge of the role of stakeholders and the degree of stakeholder involvement
- Detailed knowledge of the organisation's current functionality
- Physical requirements of the client's business, taking into account current system functionality, geography, environment, client user and cost constraints

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 sufficient knowledge of investigation, interview and documentation techniques, and the ability to produce a clear statement of business expectations and needs, including critical business requirements. To demonstrate competency in this unit the following resources will be needed: • Business current needs • A client expectations brief • Business objectives
Context of and specific resources for assessment	Determining and confirming client business needs is essential if cost, quality and timelines are to be planned accurately. The breadth, depth and complexity of knowledge and skills in this competency would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance would be involved when organising activities of self and others as well as contributing to technical solutions of a non-routine or contingency nature. Assessment must ensure: • Performance of a broad range of skilled applications including the requirement to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills would be characteristic.

EVIDENCE GUIDE	
	• Applications may involve responsibility for, and limited organisation of, others.
Method of assessment	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.
	• Competency in this unit should to 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.
Guidance information for assessment	The interdependence of units for assessment purposes may vary with the particular project or scenario. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • ICAA4047B Determine project specifications and secure client agreement • ICAD4043B Develop and present a feasibility report An individual demonstrating this competency would be able to:

EVIDENCE GUIDE

	- Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts - Apply solutions to a defined range of unpredictable problems - Identify and apply skill and knowledge areas to a wide variety of contexts, with depth in some areas - Identify, analyse and evaluate information from a variety of sources - Take responsibility for own outputs in relation to specified quality standards - Take limited responsibility for the quantity and quality of the output of others - Maintain knowledge of industry products and services

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.

Problem may be in reference to:	- business - system - application - network - people in the organisation; there may be a business need or opportunity that must be addressed
System may include but is not limited to:	- network equipment - cabling infrastructure - application - software - business - computers - financial system - management system

RANGE STATEMENT

	• information system
Information gathering method may include but is not limited to:	• interviews • questionnaires • surveys • focus groups or observation • physical site surveys • vendor offerings
Client may include but is not limited to:	• internal departments • external organisations • customers • individual people • employees
Documentation may include:	• ISO/IEC/IEEE/IETF/AS standards • audit trails • naming standards • version control • project management templates • report writing principles
Appropriate person may include:	• a supervisor • teacher • authorised business representative • client
System requirements may include but is not limited to:	• system functionality • geography • environment • client user • cost constraints

Unit Sector(s)

Unit sector	Analyse and Design

Co-requisite units

Co-requisite units	

Co-requisite units		

Competency field

Competency field	

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