ICAA4047B Determine project specifications and secure client agreement

Release: 1

ICAA4047B Determine project specifications and secure client agreement

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to develop agreed acceptance criteria for a particular project.
	The following unit is linked and forms an appropriate cluster:
	• ICAB4059B Develop detailed technical design
	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		
	ICAA4041C	Determine and confirm client business expectations and needs

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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.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine milestones and quality attributes with client	1.1. Interview *client* to determine *project* deliverables and *acceptance criteria* 1.2. Document *project* milestones and associated deliverables in specific measurable terms, taking into account *constraints* 1.3. Determine and document criteria to evaluate each deliverable 1.4. Negotiate quality standards with *client* and document 1.5. Confirm *project* direction with *appropriate person*
2. Formulate metrics and milestones	2.1. Define the units of measurement (metrics) that will be used in the *project* including consideration of project milestones, timeframe and costs 2.2. Schedule the measurement of *project* milestones and associated deliverables 2.3. Document the process for analysing variances and their impact on the *project* 2.4. Schedule quality reviews into *project* plan
3. Obtain client agreement to acceptance criteria	3.1. Obtain *client* agreement for *project* delivery dates 3.2. Communicate *acceptance criteria* clearly and coherently to the *client* 3.3. Obtain *client* agreement to *acceptance criteria* and anticipated timeframes for the *project*

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   • Plain English literacy and communication skills in relation to dealing with clients and team members (e.g. when conveying acceptance criteria to the client)   • Group facilitation and presentation skills in relation to transferring and collecting information and gaining consensus   • Questioning and active listening skills (e.g. when gaining client user's assistance in

REQUIRED SKILLS AND KNOWLEDGE

specifying milestones and associated deliverables in measurable terms)

- Project planning skills in relation to scope, time, cost, quality, communications and risk management
- Research skills for specifying, analysing and evaluating broad features of a particular business domain and best practice in system development methodologies
- Estimating skills for use across a range of predictable project contexts in relation to either varied or highly specific functions (e.g. when communicating timeframe, cost implications, and technical and logistical considerations to the client)
- Function point analysis skills for use across a range of predictable project contexts in relation to either varied or highly specific functions (e.g. when determining the metrics process in line with client requirements)

Required knowledge

- Project planning methodologies and tools (e.g. when determining milestones and quality attributes with client)
- Detailed knowledge of tools and their use relating to task list (e.g. when formulating metrics and milestones)
- Quality processes
- Detailed knowledge of how to formulate system development plans
- Detailed knowledge of theory and purpose of metrics

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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 the ability to formulate and deliver agreed specifications for the project. To demonstrate competency in this unit the learner will require access to: • Client requirements • Technical specifications • Organisational and process goals • Critical business requirements • Predefined high-level acceptance criteria • Project deliverables • Future organisational business processes • Test plan • Project budget timeframe
Context of and specific resources for assessment	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. • Applications may involve responsibility for, and

EVIDENCE GUIDE

	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.
	The following assessment method is appropriate for this unit:
	• 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. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:
	• ICAB4059B Develop detailed technical design
	An individual demonstrating this competency would be able to:
	• 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

EVIDENCE GUIDE	
	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.	
Client may include but is not limited to:	• internal departments • external organisations • individual people • employees
Project may include:	• a total organisational change • a systems-only change • a business improvement process • an e-business solution involving the total organisation or part of the organisation
Appropriate person may include:	• supervisor • teacher • authorised business representative • client
Acceptance criteria may include:	• timeframe • cost implications • technical • logistical considerations
Constraints may include but is not	• time • budget

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RANGE STATEMENT	
limited to:	• resource • hardware • software • policy • legal constraints

Unit Sector(s)

Unit sector	Analyse and Design

Co-requisite units

Co-requisite units		

Competency field

Competency field	

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