



Australian Government

Department of Education, Employment and Workplace Relations

ICAD3218B Create user documentation

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit defines the competency required to create user documentation that is clear to the target audience and is easy to navigate.</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		

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. Determine documentation standards and requirements	1.1. Determine <i>documentation</i> requirements 1.2. Investigate <i>documentation</i> and industry <i>standards</i> for requirements and determine appropriate application to <i>user documentation</i> 1.3. Design <i>documentation</i> templates using appropriate <i>software</i> and obtain approval from <i>appropriate person</i>
2. Produce user documentation	2.1. Conduct a review of the subject system, program, network or application in order to understand its functionality 2.2. Gather existing technical, design or user specifications and supporting <i>documentation</i> 2.3. Create <i>user documentation</i> based on template to record the operation of the subject system, program, network or application
3. Review and obtain signoff	3.1. Submit <i>user documentation</i> to target audience for review 3.2. Gather and analyse feedback 3.3. Make changes to <i>user documentation</i> 3.4. Submit <i>user documentation</i> to appropriate person for approval

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- Selecting and using appropriate software and tools
- Identifying target audiences
- Analysing audience needs
- Identifying relevant content
- Determining appropriate content, formats and styles
- Writing content

Required knowledge

REQUIRED SKILLS AND KNOWLEDGE

- Content features, such as clarity and readability
- Instructional design principles
- Functions and features of templates and style guides
- Document design, web design and usability

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 create user documentation that meets business requirements, caters for a diverse readership, is clear to the target audience and easy to navigate

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

- Documentation standards
- Software tools for effecting documentation
- Access to information about system, platform, network or application being documented

Context of and specific resources for assessment

The breadth, depth and complexity of knowledge and skills in this competency would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.

Assessment must ensure:

- Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints would be characteristic.
- Applications may involve some responsibility for others. Participation in teams including group or team coordination may be involved.

Method of assessment

The purpose of this unit is to define the standard of performance to be achieved in the workplace. In

EVIDENCE GUIDE

	<p>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 some relevant theoretical knowledge Apply a range of well-developed skills Apply known solutions to a variety of predictable problems Perform processes that require a range of well-developed skills where some discretion and judgement is required Interpret available information, using discretion and judgement Take responsibility for own outputs in work and learning Take limited responsibility for the output of others Maintain knowledge of industry products and

EVIDENCE GUIDE

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.

<i>Documentation</i> may include but are not limited to:	<ul style="list-style-type: none"> • user manuals and procedure manuals • training materials in either hard copy • electronic copy • on-line help • internet/intranet • design specifications
<i>Standards</i>	<ul style="list-style-type: none"> • May include but are not limited to policy relating to cataloguing, sign-off, storage, distribution, revision • May include ISO/IEC/AS standards, organisational standards, project standards. For further information refer to the Standards Australia website at: www.standards.com.au
<i>Software</i> may include but is not limited to:	<ul style="list-style-type: none"> • commercial software applications; organisation-specific software, word processing packages, graphics packages, presentation applications, multimedia authoring tools and help file creation software
<i>Appropriate person</i> may include:	<ul style="list-style-type: none"> • supervisor • teacher • authorised business representative • client
<i>User documentation</i>	<ul style="list-style-type: none"> • User documentation can include project specifications, reports, help references, user manuals, training materials and self-paced tutorials, on-line help, user guides, brochures

Unit Sector(s)

Unit sector	Documentation
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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