



Australian Government

Department of Education, Employment and Workplace Relations

ICAT5083B Develop and conduct client acceptance test

Release: 1

ICAT5083B Develop and conduct client acceptance test

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit defines the competency required to plan and conduct acceptance testing as part of the process whereby clients will determine whether to accept the system.</p> <p>These units are linked and form an appropriate cluster:</p> <ul style="list-style-type: none"> • ICAA5048B Develop configuration management protocols • ICAA5056B Prepare disaster recovery and contingency plans • ICAT5077B Develop detailed test plan <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		
	ICAW4027B	Relate to clients on a business level

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. Identify acceptance criteria and develop test plan	1.1. Review system requirements documentation and project plans to identify mandatory system objectives and optional criteria/conditions for acceptance of system 1.2. Develop test plan based on system requirements 1.3. Review and validate the test plan based on mandatory criteria/conditions, and system objectives and requirements 1.4. Clearly communicate the test plan to the <i>client</i> and prepare the client for the acceptance test 1.5. Notify <i>appropriate person</i> of the scheduled acceptance test
2. Perform functional testing on software modules	2.1. Prepare the test environment for <i>client</i> use 2.2. Perform the testing according to the test plan and documentation 2.3. Execute each test cycle 2.4. Document errors, difficulties or communicated problems
3. Validate test results against expected results	3.1. Record and investigate discrepancies and corrections according to project procedures and timeframe 3.2. Brief the <i>client</i> on outcomes to ensure the <i>client</i> understands test results 3.3. Monitor system performance as required 3.4. Reschedule required code changes or modifications
4. Obtain signoff and acceptance	4.1. Confirm with the <i>client</i> the results of the test 4.2. Identify and document <i>client</i> concerns over system operation, identify possible solutions, and if necessary notify appropriate development staff 4.3. Obtain <i>client</i> acceptance and sign-off by the <i>client</i> of that acceptance 4.4. Seek and formalise the agreement of involved parties regarding the rescheduling of further required maintenance

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- Analysis skills in relation to analysis, evaluation and presentation of information (e.g. when mandatory system objectives and optional criteria/conditions for acceptance of system are reviewed through system requirements documentation and project plans)
- Questioning and active listening skills (e.g. when test phases are confirmed with client to ensure client understanding of test sequences)
- Project planning skills in relation to scope, time, cost, quality, communications and risk management (e.g. when successful test is confirmed with client)
- Negotiation skills in relation to other team members and applied to a defined range of predictable problems

Required knowledge

- Detailed knowledge of system/application being tested
- Broad knowledge of testing techniques, with detailed knowledge of features and processes in some areas
- Broad knowledge of automated test tools, with detailed knowledge of features and processes in some areas
- Detailed knowledge of client user requirements (e.g. when identifying acceptance criteria and testing plan developed)
- Detailed knowledge of business rules and standards (e.g. when identifying acceptance criteria and testing plan developed)

Evidence Guide

EVIDENCE GUIDE	
<p>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.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> Assessment must confirm ability to review test plan documentation and ensure all client acceptance requirements will be explicitly and accurately tested to predetermined standards of consistent performance. <p>To demonstrate competency in this unit the person will require access to:</p> <ul style="list-style-type: none"> Business requirements Project documentation, including templates, standards, specifications, client user and technical manuals Test plan Acceptance criteria Technical components of system, including software, hardware, network Staffing resources, including development, operations, client user representatives (in a simulation, the trainer/assessor may take on some of these roles) System/application suitable for testing
Context of and specific resources for assessment	<p>Formal acceptance testing is conducted to determine whether or not a system satisfies its acceptance criteria and to enable the customer to determine whether or not to accept the system. Such testing is designed to determine whether the system meet the requirements specified in the contract or by the user.</p> <p>Client user acceptance is a phase within the overall development life cycle of a system. Client acceptance testing usually occurs during the implementation phase, but planning and preparation should begin in the design phase, and run concurrently</p>

EVIDENCE GUIDE

(design/code/implementation).

Acceptance tests relate to the functionality of the system as stated in the requirements specification, and functional test cases must be selected to satisfy the agreed acceptance criteria.

These tests cover areas such as performance, security, reliability, load/stress testing, volume testing, human computer interaction tests, configuration testing, compatibility testing, documentation, and human procedures. Client acceptance tests should be a strictly controlled process. 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:

- The demonstration of competency may also require 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 participation in teams including teams concerned with planning and evaluation functions. Group or team coordination may also be involved.

The person will need to ensure that:

- System operates in the manner expected
- Supporting material such as procedures and forms is accurate and suitable for the purpose intended
- There are no gaps in functionality

EVIDENCE GUIDE	
	<ul style="list-style-type: none"> • Individual elements and the overall system provide the desired result or functionality • Unit and suite user documentation is available and accurate • User-accepted code is copied correctly to the live area. • Version numbers are correct and the code is operational
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, for example:</p> <ul style="list-style-type: none"> • ICAA5048B Develop configuration management protocols • ICAA5056B Prepare disaster recovery and contingency plans

EVIDENCE GUIDE	
	<ul style="list-style-type: none"> • ICAT5077B Develop detailed test plan <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 technical or creative skills to a range of situations • 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

Range Statement

RANGE STATEMENT	
<p>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.</p>	
<p><i>Client</i> may include but is not limited to:</p>	<ul style="list-style-type: none"> • internal departments • external organisations • clubs • individual people • internal employees
<p><i>Appropriate person</i> may include:</p>	<ul style="list-style-type: none"> • supervisor • teacher • authorised business representative • client

Unit Sector(s)

Unit sector	Test
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Co-requisite units

Co-requisite units	

Competency field

Competency field	
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