



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT307A Customise packaged software applications for clients

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICAll Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to analyse, design, implement and review the customisation of packaged software applications, using simple programming constructs.

Application of the Unit

This unit applies to individuals who focus on analysing the range of software-based activities in the workplace, in order to improve the processes involved.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Analyse customisation requirements	<p>1.1 Determine <i>client</i> requirements and document these in a requirement specifications file in line with <i>organisational requirements</i></p> <p>1.2 Confirm that projected specifications meet client requirements</p> <p>1.3 Determine required level of <i>documentation</i> necessary to meet client requirements</p>
2. Develop customisation	<p>2.1 Design <i>software applications</i>, taking into account <i>system</i> limitations and client needs</p> <p>2.2 Customise software applications using simple programming constructs, conforming to organisational requirements</p> <p>2.3 Obtain feedback from the client following client testing of the customised software applications</p> <p>2.4 Make further changes to software applications to meet client requirements</p> <p>2.5 Document the changes</p>
3. Provide support for customised application	<p>3.1 Produce documentation for client</p> <p>3.2 Produce help-desk documentation for ongoing support</p> <p>3.3 Obtain clients' evaluation and feedback to ensure that their requirements have been met</p>

Required Skills and Knowledge

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

Required skills

- analytical skills to analyse customisation requirements
- communication skills to:
 - communicate with clients
 - convey and clarify complex information
 - seek assistance and expert advice
- literacy skills to interpret technical documentation, equipment manuals and specifications
- planning and organisational skills to prioritise and monitor own work
- problem-solving skills to solve operational problems as they arise
- safety awareness skills to work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- research skills to locate appropriate sources of information regarding IT and new technologies
- technical skills to:
 - analyse and interpret technical aspects of implementation
 - customise applications
 - identify if new features are useful or desirable
 - operate software applications
 - use simple programming constructs.

Required knowledge

- current industry-accepted hardware and software products, including their general features and capabilities
- functions and features of software applications suitable for client
- functions and features of the operating system (OS)
- IT structure and system infrastructure
- organisational OHS requirements relating to working with computer software
- organisational policy and procedures relating to customising software
- organisational security procedures.

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	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • identify and document client requirements to customise software applications • design software applications • analyse, implement and review customised software applications • produce documentation for client.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • site where software applications may be customised • use of customisable software applications currently used in industry • client requirements documentation • organisational requirements • appropriate learning and assessment support when required • modified equipment for people with special needs.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • verbal or written questioning to assess candidate's knowledge of a software package and how to modify it, using its built-in structures • direct observation of candidate modifying software applications to meet client requirements • review of: <ul style="list-style-type: none"> • help-desk documentation prepared by candidate for ongoing support • feedback from client to ensure requirements have been met.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.</p> <p>Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level,</p>

	<p>language, literacy and numeracy capacity of the candidate and the work being performed.</p> <p>Indigenous people and other people from a non-English speaking background may need additional support.</p> <p>In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.</p>
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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>Client</i> may include:	<ul style="list-style-type: none"> • employee • external organisation • individual • internal department.
<i>Organisational requirements</i> may relate to:	<ul style="list-style-type: none"> • preventative maintenance and diagnostic policy • problem solution processes • roles and technical responsibilities in the IT department • vendor and product service level support agreements • work environment.
<i>Documentation</i> may refer to:	<ul style="list-style-type: none"> • audit trails • client training • International Organization for Standardization (ISO), International Electrotechnical Commission (IEC) and Australian Standards (AS) standards • maintaining equipment inventory • naming standards • project-management templates and report writing • satisfaction reports • version control.
<i>Software applications</i> may include:	<ul style="list-style-type: none"> • commercial software applications and organisation-specific software: <ul style="list-style-type: none"> • communication packages • database • graphic • presentation functionalities • spreadsheet • word-processing • presentation applications contained in: <ul style="list-style-type: none"> • Claris Works • Lotus Suite • Microsoft Office • Star Office • other similar applications.

<i>System</i> may include:	<ul style="list-style-type: none">• application• business• computers• financial system• information system• management system• network• software.
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Unit Sector(s)

General ICT