



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT408A Create technical documentation

Release: 1

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Modification History

Version	Comments
ICAICT408A	This version first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to create technical documentation that is clear to the target audience and easy to navigate.

Application of the Unit

This unit applies to technical writers, designers, developers and support staff who are required to produce technical support documents of their work.

Technical documentation provides a record of the functionality and processing of a system, program, network or application. The technical documentation should document how the system, program, network or application is structured, how it works and changes that have been made to it.

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

<p>1. Identify and analyse documentation requirements and client needs</p>	<p>1.1 Consult with <i>client</i> to identify documentation <i>requirements</i></p> <p>1.2 Interpret and evaluate documentation requirements and confirm details with client</p> <p>1.3 Investigate industry and <i>documentation standards</i> for requirements</p> <p>1.4 Define and document the scope of work to be produced</p> <p>1.5 Consult with client to validate and confirm the scope of work</p>
<p>2. Design documentation</p>	<p>2.1 Identify information requirements with reference to layout and document structure</p> <p>2.2 Create document templates and style guides consistent with information requirements</p> <p>2.3 Conduct a review of the <i>system</i> in order to understand its functionality</p> <p>2.4 Extract content that meets information requirements according to copyright restrictions</p> <p>2.5 Develop the structure of the <i>technical documentation</i> giving focus to the flow of information, style, tone and <i>content</i> format</p> <p>2.6 Validate the technical documentation structure with the client</p>
<p>3. Develop documentation</p>	<p>3.1 Write technical documentation based on the template and scope of work using the information gathered</p> <p>3.2 Translate technical terminology into plain English where appropriate</p> <p>3.3 Apply content format and style according to documentation standards and templates</p>
<p>4. Evaluate and edit documentation</p>	<p>4.1 Submit technical documentation to <i>appropriate person</i> for review</p> <p>4.2 Gather and analyse feedback</p> <p>4.3 Incorporate alterations into the technical documentation</p> <p>4.4 Edit the technical documentation for technical and grammatical accuracy</p>
<p>5. Prepare documentation for publication</p>	<p>5.1 Check that the completed technical documentation meets client requirements and scope of work</p> <p>5.2 Submit the technical documentation to appropriate person for approval</p> <p>5.3 Prepare the technical documentation for publication and</p>

	distribution using appropriate <i>channels</i>
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Required Skills and Knowledge

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

Required skills

- communication skills to interact with clients and staff
- literacy skills to:
 - identify content
 - interpret standards and industry requirements
 - write content
- research skills to:
 - analyse audience needs
 - identify target audiences
- technical skills to:
 - determine appropriate content, formats and styles
 - use word-processing software and multimedia authoring tools.

Required knowledge

- content features, such as clarity and readability
- document design, web design and usability
- functions and features of templates and style guides
- instructional design principles
- organisational policies, procedures and standards that cover document design.

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"> • establish customer needs • design and develop technical documentation, such as system, procedures, training material and user guides, incorporating appropriate standards • update document with client feedback • prepare documentation for publication.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • technical specifications • documentation standards • organisational resources and documentation • information about system, platform, network or application being documented • relevant standards • appropriate word-processing software • appropriate learning and assessment support when required. <p>Where applicable, physical resources should include equipment modified for people with special needs.</p>
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"> • direct observation of candidate reviewing a system to establish its functionality • verbal or written questioning to assess candidate's knowledge of copyright and other requirements relating to technical content • review of technical documentation developed by candidate.
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, language, literacy and numeracy capacity of the candidate and the</p>

	<p>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"> • external organisations • individuals • internal departments • internal employees.
<i>Requirements</i> may refer to:	<ul style="list-style-type: none"> • application • business • network • organisational policies • people in the organisation • system.
<i>Documentation standards</i> may include:	<ul style="list-style-type: none"> • audit trails • International Organization for Standardization (ISO), International Electrotechnical Commission (IEC) and Australian Standards (AS) • naming conventions • organisational standards • policy relating to: <ul style="list-style-type: none"> • distribution • revision • sign-off • storage • project-management templates and report-writing principles • version control.
<i>System</i> may include:	<ul style="list-style-type: none"> • application • business • computers • financial • information • management • network • software.
<i>Technical documentation</i> may	<ul style="list-style-type: none"> • brochures • help references

include:	<ul style="list-style-type: none"> • online help • operational procedures • reports • self-paced tutorials • system design • system functionality • system or project specifications • technical manuals • training materials • user guides.
Content may include:	<ul style="list-style-type: none"> • information and interactive features: <ul style="list-style-type: none"> • background articles • company information • copyright and disclaimer notices • customer only information • customer-specific information • error messages • feedback mechanisms • forms • frequently asked questions • hyperlink titles • instructions • product information • ratings or rankings • testimonials • quotes from reviews • reference pages • site map • what's new.
Appropriate person may include:	<ul style="list-style-type: none"> • authorised business representative • client • supervisor.
Channels may include:	<ul style="list-style-type: none"> • animation and graphics provided through books • audio • CDs • computer-based tutorials • DVDs • help screens • manuals • text

	<ul style="list-style-type: none">• world wide web.
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Unit Sector(s)

General ICT

Custom Content Section

Not applicable.