Australian Government

ICTICT309 Create ICT user documentation

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to create clear and coherent user documentation that is easy to navigate and apply.

It applies to individuals who work under supervision with responsibilities for the development of Information and Communications Technology (ICT) user documentation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare to produce user documentation	1.1 Discuss and determine user documentation requirements with required personnel 1.2 Investigate and determine industry standard user documentation requirements applicable to task 1.3 Identify the required ICT system, software, hardware and application or network to be documented with required personnel 1.4 Design and develop user documentation template using required software, according to applicable industry standards 1.5 Submit user documentation requirements and template to required personnel, according to organisational procedures 1.6 Obtain approval from required personnel and action required changes according to feedback

ELEMENT	PERFORMANCE CRITERIA
2. Produce user documentation	2.1 Conduct a review of the required ICT system, hardware, software program and network
	2.2 Document characteristics and functions of applicable components in ICT system, according to user documentation requirements
	2.3 Access and examine applicable technical, design, user specification and supporting documentation
	2.4 Design draft user documentation and obtain internal feedback from required personnel
	2.5 Create user documentation according to template and operation of applicable components in ICT system
3. Review user documentation and obtain sign-off	3.1 Submit user documentation to target audience and seek feedback
	3.2 Gather and respond to feedback
	3.3 Implement user documentation changes and improvements
	3.4 Submit user documentation to required personnel and obtain approval and sign-off
4. Finalise user documentation creation procedures	4.1 Confirm all documentation and approval procedures have been performed
	4.2 Review and assess impact of implementing user documentation
	4.3 Evaluate and report on user documentation creation procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	• Identifies and interprets textual, numeric and diagrammatic information with ICT specific syntax, terminology and formatting in determining job requirements
Writing	• Develops user and supporting documentation using appropriate structure, layout and technical programming language in required format
Oral Communication	• Uses listening and questioning techniques to obtain and confirm information, feedback and requirements
Initiative and	• Takes some personal responsibility and adheres to legal and

Enterprise	regulatory requirements
Self-management	• Plans routine tasks with familiar goals and outcomes, taking some limited responsibility in decisions regarding sequencing and timing
Technology	• Identifies purpose, specific functions and key features of industry standard digital systems and tools and operates them in completing routine tasks

Unit Mapping Information

Supersedes and is equivalent to ICTICT301 Create user documentation.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

PwC's Skills for Australia