



**Australian Government**

# **ICTICT530 Design user experience solutions**

**Release: 1**

## ICTICT530 Design user experience solutions

### 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 design solutions using a user experience (UX) methodology, with the users' experience at the centre of design. In this unit, a user refers to a customer or client who will interact and use a product, service and/or platform.

The unit applies to those working as business and systems analysts, as well as developers of software, games, websites, applications, products and services. UX design aims to improve, optimize and add value to the users' experience of a designed solution (product, service or platform).

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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Explore and validate problem	1.1 Define current problem according to business needs 1.2 Research problem and alternatives in market 1.3 Set data metrics and goals, and define design success according to business needs 1.4 Research user groups and confirm groups suitable for consultation
2. Research and develop user groups' experiences	2.1 Research problem, required user group information and solutions in market 2.2 Document research and synthesise findings

ELEMENT	PERFORMANCE CRITERIA
	2.3 Interview user groups and document user experience findings and feedback according to user and market segmentation 2.4 Create user group personas and map to user experience problems and improvement opportunities 2.5 Develop wireframes to communicate user experience according to current problem
3. Create solution options and validate solution	3.1 Workshop and determine solutions according to user experience, problems and improvement opportunities identified 3.2 Confirm best solution with required personnel and client according to UX principals and user needs 3.3 Develop solution prototype according to confirmed solution 3.4 Test solution according to required methodology 3.5 Collect feedback from user groups and adjust solution according to UX principles and user needs 3.6 Finalise solution and document work according to organisational requirements
4. Finalise and present UX solution	4.1 Finalise and confirm UX solution 4.2 Document and collate findings and solution documentation according to organisational requirements 4.3 Present solutions to required personnel 4.4 Integrate UX design into solution according to business need

## 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
Oral communication	<ul style="list-style-type: none"> <li>• Uses listening and questioning skills to confirm requirements and participate in discussion to synthesise information from others</li> </ul>
Reading	<ul style="list-style-type: none"> <li>• Critically analyses documentation, information and data from a variety of sources and records, and consolidates information to determine requirements, meaning and applicability to task</li> </ul>
Writing	<ul style="list-style-type: none"> <li>• Prepares complex documents using required language and grammar to present ideas, options and recommendations in a logical sequence</li> </ul>

<b>SKILL</b>	<b>DESCRIPTION</b>
Teamwork	<ul style="list-style-type: none"> <li>Builds formal and informal networks to include key people/communities with expert skills and knowledge</li> <li>Coordinates team effectiveness by including, coaching, informing and coordinating others</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>Makes complex decisions in varied situations, taking a range of constraints into account when monitoring the project and design process</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>Monitors progress of plans and schedules, and reviews and changes them to meet new demands and priorities</li> <li>Investigates new and innovative ideas and work practices through consultation, formal and analytical thinking</li> </ul>
Technology	<ul style="list-style-type: none"> <li>Interprets the purposes, specific functions and key features of technologies and operates them effectively to complete design exercises and identify how others use technologies</li> </ul>

## Unit Mapping Information

No equivalent unit. New unit.

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>