



Australian Government

Department of Education, Employment and Workplace Relations

ICAB3018B Develop macros and templates for clients using standard products

Release: 1

ICAB3018B Develop macros and templates for clients using standard products

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to develop macros and templates for clients using industry recognised software applications. The following unit is linked and forms an appropriate cluster: ICAU3028B Customise packaged software applications for clients No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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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		
	ICAU3126B	Use advanced features of computer applications

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. Determine macro or template requirement	1.1. Determine client requirements, ensuring they are in line with organisational guidelines 1.2. Develop macro or template specification 1.3. Confirm that macro or template specification meets the clients needs and operational guidelines 1.4. Determine documentation requirements
2. Develop macro or template for client	2.1. Develop macro or template to specification using industry-recognised software applications 2.2. Demonstrate macro or template to client and obtain feedback 2.3. Amend macro or template, as required by client 2.4. Update macro or template specification
3. Provide client support for macro or template	3.1. Document support and instruction requirements 3.2. Provide documentation to client help desk for future support

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- Troubleshooting the operation of macros: for example, to trace which action of the macro may be malfunctioning, converting documents to templates and modifying templates
- Ability to use various modes of employing macros, such as creating a particular keyboard key combination for each macro or by assigning it to a custom button on a toolbar
- Ability to interpret software manual instructions generally, and in particular to follow instructions for creating and using macros and templates

Required knowledge

- General knowledge of functions and features of the operating system
- General knowledge of software and hardware supported by the organisation
- General understanding of features and functions of particular categories of commercial computing packages, in particular, procedures for creating macros and using default templates (supplied by the software application package) and creating new ones

Evidence Guide

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

Evidence of the following is essential:

- Competency must be demonstrated in the development of a variety of macros and templates using at least two industry-recognised application packages. Competency must be demonstrated in the development of a specification for macros and templates.

Context of and specific resources for assessment

The general environment for these types of operations is predominantly an office environment, in which documents play a major role in communication and business activity. Thus, macros and templates are designed to accelerate the process of document production by employing rapid, automated actions on documents that often would have been created from templates. Thus, a person would demonstrate their competency by using, adapting, creating, saving and troubleshooting macros and templates.

The breadth, depth and complexity of knowledge and skills in this competency would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.

Assessment must ensure:

- Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints would be characteristic.

EVIDENCE GUIDE	
	Applications may involve some responsibility for others. Participation in teams including group or team coordination may be involved.
Method of assessment	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. - 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	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: - ICAU3028B Customise packaged software applications for clients An individual demonstrating this competency would be able to: - Demonstrate some relevant theoretical knowledge - Apply a range of well-developed skills - Apply known solutions to a variety of predictable problems

EVIDENCE GUIDE

	• Perform processes that require a range of well-developed skills where some discretion and judgement is required • Interpret available information, using discretion and judgement • Take responsibility for own outputs in work and learning • Take limited responsibility for the output of others • Maintain knowledge of industry products and services
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Range Statement**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 but is not limited to:	• internal departments • external organisations • clubs • individual people • internal employees
<i>Organisational guidelines</i> may include but is not limited to:	• personal use of email and internet access • content of emails • downloading information and accessing particular websites • opening mail with attachments • virus risk
<i>Documentation</i> may follow:	• ISO/IEC/AS standards • audit trails • naming standards • version control • project management templates • report writing protocols
<i>Software applications</i>	• May include but are not limited to commercial software applications; organisation-specific

RANGE STATEMENT	
	software; word processing, spreadsheet, database, graphic, communication packages and presentation functionalities • May include presentation applications contained in: Microsoft Office, Lotus Suite, Claris Works, Star Office or other similar applications

Unit Sector(s)

Unit sector	Build
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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