



Australian Government

Department of Education, Employment and Workplace Relations

ICAU3028B Customise packaged software applications for clients

Release: 1

ICAU3028B Customise packaged software applications for clients

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to analyse, design, implement and review the customisation of packaged software applications, using simple programming constructs. 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. Analyse customisation requirements	1.1. Determine client requirements and document these in a requirements specification file in line with organisational requirements 1.2. Confirm that the projected specifications meet client requirements 1.3. Determine the required level of documentation necessary to meet client requirements
2. Develop customisation	2.1. Design software applications , taking into account system limitations and client needs 2.2. Customise software applications using simple programming constructs, conforming to organisational requirements 2.3. Have the client test the customised software applications and obtain feedback from the client 2.4. Make further changes to software applications to meet client requirements 2.5. Document the changes
3. Provide support for customised application	3.1. Produce documentation for client 3.2. Produce help desk documentation for ongoing support 3.3. Obtain client evaluation and feedback to ensure that their requirements have been met

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- Decision making, in the context of determining whether the new features are useful or desirable
- Application skills
- Customising skills
- Solving problems when customising an application's features, in order to implement the new modifications appropriately
- Questioning and active listening to convey and clarify complex information (e.g.

REQUIRED SKILLS AND KNOWLEDGE

- when eliciting the requirements of features in the package from an end-user)
- Ability to analyse and interpret technical aspects of implementation in relation to initial problems and issues
- Use of simple programming constructs

Required knowledge

- Detailed knowledge of functions and features of software applications
- General knowledge of organisational security procedures
- Organisational policy for customising software
- Broad knowledge of IT structure and system infrastructure
- Organisational policy and procedures relating to customising software
- General knowledge of functions and features of the operating system
- Current industry-accepted hardware and software products, with broad knowledge of general features and capabilities

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 customising existing software applications, such as relational databases. Competency must also be demonstrated in the analysis, implementation and review of customisation of packaged software applications.

To demonstrate competency in this unit the person will require access to:

- Customisable software application
- Client requirements documentation

Context of and specific resources for assessment

The principal aim of this unit is to focus on analysing the range of software-based activities in the workplace, in order to improve upon the processes involved. By conferring with other users and subsequently customising features of the package, the person will be able to increase its effectiveness in how quickly, efficiently or simply a given task is carried out.

A person demonstrating these competencies would be able to:

- Demonstrate reasonable knowledge of a software package and how to modify it, using its built-in structures (but not necessarily using a programming language (e.g. visual basic)
- Apply a range of well-developed skills in carrying out the modification process

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

EVIDENCE GUIDE	
	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. • 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

EVIDENCE GUIDE	
	scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. 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 • 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

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>Documentation</i> may follow:	• ISO/IEC/AS standards • audit trails

RANGE STATEMENT	
	• naming standards • version control • project management templates and report writing • maintaining equipment inventory • client training • satisfaction reports
Organisational requirements may include but is not limited to:	• how and what the organisation wants in regard to work environment • problem solution processes • preventative maintenance and diagnostic policy • roles and technical responsibilities in the IT department • vendor and product service-level support agreements
Software applications	• May include but are not limited to commercial software applications; organisation-specific 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.
System may include but is not limited to:	• network • application • software • business • computers • financial system • management system • information system

Unit Sector(s)

Unit sector	Use
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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