



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICAICT301A Create user documentation**

**Release: 1**

## ICAICT301A Create user documentation

### Modification History

| Release   | Comments                                                                                                          |
|-----------|-------------------------------------------------------------------------------------------------------------------|
| Release 1 | This Unit 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 user documentation that is clear to the target audience and easy to navigate.

### Application of the Unit

This unit applies to individuals in a range of information and communications technology (ICT) areas who are required to provide documentation to users of their system.

### 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

|                                                       |                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Determine documentation standards and requirements | 1.1 Determine <b>documentation</b> requirements<br>1.2 Investigate documentation and industry <b>standards</b> for requirements and determine appropriate application to <b>user documentation</b><br>1.3 Design documentation templates using appropriate software and obtain approval from <b>appropriate person</b>                              |
| 2. Produce user documentation                         | 2.1 Conduct a review of the subject system, program, network or application in order to understand its functionality<br>2.2 Gather existing technical, design or user specifications and supporting documentation<br>2.3 Create user documentation based on template to record the operation of the subject system, program, network or application |
| 3. Review and obtain sign-off                         | 3.1 Submit user documentation to target audience for review<br>3.2 Gather and analyse feedback<br>3.3 Make changes to user documentation<br>3.4 Submit user documentation to appropriate person for approval                                                                                                                                        |

## Required Skills and Knowledge

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

### Required skills

- communication skills to interact with clients and internal staff
- literacy skills to:
  - identify content
  - write content
- research skills to:
  - analyse audience needs
  - identify target audiences
- technical skills to:
  - determine appropriate content, formats and styles
  - select and use appropriate software and tools.

### Required knowledge

- content features, including clarity and readability
- document design, web design and usability
- functions and features of templates and style guides
- instructional design principles.

## 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.*

|                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Overview of assessment</b>                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b> | <p>Evidence of the ability to create user documentation that:</p> <ul style="list-style-type: none"> <li>• meets business requirements</li> <li>• caters for a diverse readership</li> <li>• is clear to the target audience</li> <li>• is easy to navigate.</li> </ul>                                                                                                                                                                                                                                                                                                                                 |
| <b>Context of and specific resources for assessment</b>                                             | <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• documentation standards</li> <li>• software tools for effecting documentation</li> <li>• information about system, platform, network or application being documented</li> <li>• appropriate learning and assessment support when required</li> <li>• modified equipment for people with special needs.</li> </ul>                                                                                                                                                                                                     |
| <b>Method of assessment</b>                                                                         | <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"> <li>• direct observation of candidate producing documents for users using appropriate software</li> <li>• review of candidate's changes to user documentation based on user feedback</li> <li>• verbal or written questioning to assess candidate's knowledge of functionality of the system.</li> </ul>                                                                                                         |
| <b>Guidance information for assessment</b>                                                          | <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 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> |



## 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.*

|                                        |                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Documentation</b> may include:      | <ul style="list-style-type: none"> <li>• design specifications</li> <li>• electronic copy</li> <li>• internet and intranet</li> <li>• online help</li> <li>• training materials in either hard copy</li> <li>• user manuals and procedure manuals.</li> </ul>                                                                                               |
| <b>Standards</b> may include:          | <ul style="list-style-type: none"> <li>• International Organization for Standardization (ISO), International Electrotechnical Commission (IEC) and Australian Standards (AS) standards</li> <li>• organisational standards</li> <li>• project standards</li> <li>• policy relating to cataloguing, sign-off, storage, distribution and revision.</li> </ul> |
| <b>User documentation</b> may include: | <ul style="list-style-type: none"> <li>• brochures</li> <li>• help references</li> <li>• online help</li> <li>• project specifications</li> <li>• reports</li> <li>• training materials and self-paced tutorials</li> <li>• user guides</li> <li>• user manuals.</li> </ul>                                                                                 |
| <b>Software</b> may include:           | <ul style="list-style-type: none"> <li>• commercial software applications</li> <li>• graphics packages</li> <li>• help file creation software</li> <li>• multimedia authoring tools</li> <li>• organisation-specific software</li> <li>• presentation applications</li> <li>• word-processing packages.</li> </ul>                                          |
| <b>Appropriate person</b> may include: | <ul style="list-style-type: none"> <li>• authorised business representative</li> <li>• client</li> <li>• supervisor.</li> </ul>                                                                                                                                                                                                                             |

## **Unit Sector(s)**

General ICT