



**Australian Government**

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

# **ICAICT402A Determine project specifications and secure client agreement**

**Release: 1**

## ICAICT402A Determine project specifications and secure client agreement

### 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 develop agreed acceptance criteria for a particular project.

### Application of the Unit

This unit applies to those involved in development or maintenance work in a variety of IT areas who are responsible for securing client sign-off to projects.

### 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 milestones and quality attributes with client | <p>Interview <b><i>client</i></b> to determine <b><i>project</i></b> deliverables and <b><i>acceptance criteria</i></b></p> <p>Document project milestones and associated deliverables in measurable terms, taking into account <b><i>constraints</i></b></p> <p>Determine and document criteria to evaluate each deliverable</p> <p>Negotiate quality standards with client and document</p> <p>Confirm project direction with <b><i>appropriate person</i></b></p> |
| 2. Formulate metrics and milestones                        | <p>Define the units of measurement (metrics) that will be used in the project, including consideration of project milestones, timeframe and costs</p> <p>Schedule the measurement of project milestones and associated deliverables</p> <p>Document the process for analysing variances and their impact on the project</p> <p>Schedule quality reviews into project plan</p>                                                                                        |
| 3. Obtain client agreement to acceptance criteria          | <p>Obtain client agreement for project delivery dates</p> <p>Communicate acceptance criteria clearly and coherently to the client</p> <p>Obtain client agreement to acceptance criteria and anticipated timeframes for the project</p>                                                                                                                                                                                                                               |

## Required Skills and Knowledge

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

### Required skills

- analytical skills to:
  - undertake function point
  - determine the metrics process in line with client requirements
- communication skills to:
  - facilitate groups
  - liaise and negotiate with clients and team members
  - present, transfer and collect information and gain consensus
- literacy skills to deal with clients and team members
- planning and organisational skills to:
  - participate in the development of strategic initiatives
  - undertake risk management
  - undertake scoping, timeframe, cost, and quality of a project
  - determine communications for a project
- research skills to specify, analyse and evaluate broad features of a particular business domain and best practice in system development methodologies
- technical skills to formulate system development and milestones.

### Required knowledge

- detailed knowledge of:
  - client business area
  - project planning methodologies and tools
  - quality processes
  - system development plans
  - technical tools and their use relating to task list, such as when formulating metrics and milestones
  - theory and purpose of metrics.

## 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:</p> <ul style="list-style-type: none"> <li>• develop acceptance criteria for a project</li> <li>• document this according to organisational standards</li> <li>• present this document to stakeholders and obtain approval.</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>• client requirements</li> <li>• technical specifications</li> <li>• organisational and process goals</li> <li>• critical business requirements</li> <li>• predefined high-level acceptance criteria</li> <li>• project deliverables</li> <li>• future organisational business processes</li> <li>• test plan</li> <li>• project-budget timeframe.</li> </ul> <p>Where applicable, physical resources should include equipment modified for people with special needs.</p> |
| <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 performing review of quality attributes</li> <li>• verbal or written questioning to assess candidate's knowledge of formulating metrics and milestones</li> <li>• review of candidate's acceptance criteria and timeframes for approval by client.</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</p>                                                                                                                             |

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|  | <p>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> |
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## 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><i>Client</i></b> may include:              | <ul style="list-style-type: none"> <li>• employees</li> <li>• external organisations</li> <li>• individuals</li> <li>• internal departments.</li> </ul>                                                                                            |
| <b><i>Project</i></b> may include:             | <ul style="list-style-type: none"> <li>• business improvement process</li> <li>• ebusiness solution involving the total organisation or part of the organisation</li> <li>• systems-only change</li> <li>• total organisational change.</li> </ul> |
| <b><i>Acceptance criteria</i></b> may include: | <ul style="list-style-type: none"> <li>• cost implications</li> <li>• logistical considerations</li> <li>• technical</li> <li>• timeframe.</li> </ul>                                                                                              |
| <b><i>Constraints</i></b> may include:         | <ul style="list-style-type: none"> <li>• budget</li> <li>• hardware</li> <li>• legal constraints</li> <li>• policy</li> <li>• resource</li> <li>• software</li> <li>• time.</li> </ul>                                                             |
| <b><i>Appropriate person</i></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