



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT409A Develop macros and templates for clients using standard products

Release: 1

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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 macros and templates for clients using industry-recognised software applications.

Application of the Unit

This unit applies to persons working in an office environment in which documents play a major role in communication and business activity.

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 macro or template requirement	1.1 Determine <i>client</i> requirements, ensuring they are in line with <i>organisational guidelines</i> 1.2 Develop macro or template specification 1.3 Confirm that macro or template specification meets client's needs and operational guidelines 1.4 Determine <i>documentation</i> requirements
2. Develop macro or template for client	2.1 Develop macro or template to specification using industry-recognised <i>software applications</i> 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

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

Required skills

- analytical skills to troubleshoot the operation of macros
- communication skills to:
 - demonstrate application to client and obtain feedback
 - liaise with clients
- literacy skills to:
 - document instructions
 - interpret software manual instructions
- technical skills to employ macros, such as creating a particular keyboard key combination for each macro or by assigning it to a custom button on a toolbar.

Required knowledge

- 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
 - creating new macros and templates
- functions and features of the operating system
- features and functions of software and hardware supported by the organisation.

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 ability to: develop a variety of macros and templates using at least two industry-recognised application packages.
Context of and specific resources for assessment	Assessment must ensure access to: - documents detailing organisational style guide and policies - personal computer where software installation may be performed - internet connection - networked computers - server and workstation hardware and software - style guides and design brief - technical documentation and installation manuals - use of software currently used in industry - appropriate learning and assessment support when required - modified equipment for people with special needs.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - verbal or written questioning to assess candidate's knowledge of procedures for creating macros and using default templates - direct observation of candidate demonstrating macro and template use - review of the candidate's documentation - evaluation of candidate's help-desk support provided to the client.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. 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. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.
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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.

<i>Client</i> may include:	• employee • external organisation • individual • internal department.
<i>Organisational guidelines</i> may include:	• content of emails • downloading information and accessing particular websites • opening mail with attachments • personal use of email and internet access • virus risk.
<i>Documentation</i> may follow:	• audit trails • International Organization for Standardization (ISO), International Electrotechnical Commission (IEC) and Australian Standards (AS) standards • naming standards • project management templates • report writing protocols • version control.
<i>Software applications</i> may include:	• commercial software applications • communication packages • database • graphic • organisation-specific software • presentation functionalities • spreadsheet • word-processing.

Unit Sector(s)

General ICT