



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS504A Develop and conduct client acceptance test

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 plan and conduct acceptance testing as part of the process whereby clients will determine whether to accept the system.

Application of the Unit

This unit applies to senior information and communications technology (ICT) staff employed in a range of work environments who are required to conduct user acceptance tests.

Applications involve participation in development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams, including teams concerned with planning and evaluation.

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. Identify acceptance criteria and develop test plan	1.1 Review system requirements documentation and project plans to identify mandatory system objectives and optional criteria, and conditions for system acceptance 1.2 Develop test plan based on system requirements 1.3 Review and validate test plan based on mandatory criteria, conditions, and system objectives and requirements 1.4 Communicate test plan to client and prepare client for acceptance test 1.5 Notify appropriate person of the scheduled acceptance test
2. Perform functional testing on software modules	2.1 Prepare test environment for client use 2.2 Perform testing according to test plan and documentation 2.3 Execute each test cycle 2.4 Document errors, difficulties and problems
3. Validate test results against expected results	3.1 Record and investigate discrepancies and corrections according to project procedures and timeframe 3.2 Brief client on outcomes to ensure client understands test results 3.3 Monitor system performance as required 3.4 Reschedule required code changes or modifications
4. Obtain sign-off and acceptance	4.1 Confirm test results with client 4.2 Identify and document client concerns over system operation 4.3 Identify possible solutions to concerns and notify appropriate development staff as required 4.4 Confirm client approval and obtain sign-off 4.5 Seek and formalise agreement of involved parties regarding the rescheduling of further required maintenance

Required Skills and Knowledge

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

Required skills

- analytical skills to interpret test information
- communication skills to:
 - liaise with client and technical staff to ensure client understanding of test sequences
 - negotiate with team members
 - present information
- literacy skills to:
 - interpret technical specifications, standards and related documentation
 - prepare reports and technical documentation
- numeracy skills to make calculations
- planning and organisational skills to:
 - conduct risk management
 - develop test plans to efficiently undertake inspections and tests
 - estimate scope, time, cost and quality
 - determine project communications
- technical skills to conduct tests and validate test results.

Required knowledge

- automated test tools, with detailed knowledge of features and processes in some areas
- business rules and standards
- client user requirements
- system or application being tested
- testing techniques.

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: - review test-plan documentation and ensure client acceptance requirements are explicitly and accurately tested to predetermined standards of consistent performance, specifically: - ensure system operates in the manner expected - provide supporting material such as procedures and forms - ensure there are no gaps in functionality - ensure individual elements and the overall system provide the desired result or functionality - provide unit and suite user-documentation - copy user-accepted code to the live area - ensure version numbers are correct and code is operational.
Context of and specific resources for assessment	Assessment must ensure access to: - appropriate learning and assessment support when required - modified equipment for people with special needs - business requirements - project documentation, including templates, standards, specifications, and client user and technical manuals - test plan - technical components of system, including software, hardware and network - staffing resources, including development, operations and client user representatives - system application suitable for testing - functional test cases selected to satisfy the agreed acceptance criteria (acceptance tests relate to the functionality of the system as stated in the requirements specification).
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: - direct observation of candidate undertaking acceptance tests - review of: - reports and plans completed by the candidate for different

	scenarios and situations • a completed acceptance documentation for systems prepared by candidate • verbal or written questioning to assess knowledge of tests and inspections types of systems and applications.
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.

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.

Appropriate person may include:	• authorised business representative • client • supervisor.
Client may include:	• clubs • external organisations • individuals • internal departments • internal employees.

Unit Sector(s)

Systems administration and support