



Australian Government

ICTICT301 Create user documentation

Release: 1

ICTICT301 Create user documentation

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to create user documentation that is clear to the target audience and easy to navigate.

It applies to individuals who may work under supervision with responsibility to support others in a range of information and communications technology (ICT) areas.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine documentation standards and requirements	1.1 Determine documentation requirements 1.2 Investigate documentation and industry standards for requirements, and determine appropriate application to user documentation 1.3 Design documentation templates using appropriate software and obtain approval from appropriate person
2. Produce user documentation	2.1 Conduct a review of the subject system, program, network or application in order to understand its functionality 2.2 Gather existing technical, design or user specifications and supporting documentation 2.3 Create user documentation based on the template to record

ELEMENT	PERFORMANCE CRITERIA
	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 3.2 Gather and analyse feedback 3.3 Make changes to user documentation 3.4 Submit user documentation to appropriate person for approval

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2, 3.2	Identifies and interprets textual, numeric and diagrammatic information with ICT specific syntax, terminology and formatting to determine and understand job requirements
Writing	1.3, 2.3, 3.3	Uses correct spelling, grammar and plain English together with the ICT specific terminology in the required format, incorporating, diagrams, icons and syntax related to the subject matter
Oral Communication	1.1, 1.2, 2.1, 3.1, 3.2, 3.4	- Elicits and evaluates information using effective listening and questioning techniques - Uses simple and relevant language to confirm understanding of requirements, identify the audience, present information and obtain feedback
Navigate the world of work	1.2	Takes some personal responsibility for adherence to legal and regulatory requirements
Get the work done	1.1, 1.3, 2.1, 2.2	- Understands the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks - Plans routine tasks with familiar goals and outcomes, taking some limited responsibility for decisions regarding sequencing and timing

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT301 Create user documentation	ICAICT301A Create user documentation	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTICT301 Create user documentation

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Performance Evidence

Evidence of the ability to:

- produce user documentation that:
 - meets business requirements
 - caters for a diverse audience
 - is clear and easy to navigate.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify content features, including clarity and readability
- discuss document design, web design and usability
- list the functions and features of templates and style guides.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry and include access to:

- documentation standards
- software tools for creating documentation
- information about the system, platform, network or application being documented.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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