



Australian Government

ICTICT307 Customise packaged software applications for clients

Release: 1

ICTICT307 Customise packaged software applications for clients

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 analyse, design, implement and review the customisation of packaged software applications, using simple programming constructs.

It applies to individuals who have achieved a degree of autonomy as information and communications technology (ICT) users and support personnel for software application activities in the workplace.

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. Analyse customisation requirements	1.1 Determine and document client requirements in a requirement specifications file in line with organisational requirements and security requirements 1.2 Confirm that projected specifications meet client requirements 1.3 Determine level of documentation necessary to meet client requirements
2. Develop customisation	2.1 Design software applications, taking into account system limitations and client needs 2.2 Customise software applications using simple programming

ELEMENT	PERFORMANCE CRITERIA
	constructs, conforming to organisational requirements 2.3 Obtain feedback from the client following client testing of the customised software applications 2.4 Make further changes to software applications to meet client requirements 2.5 Document the changes
3. Provide support for customised application	3.1 Produce documentation for client 3.2 Produce help desk documentation for ongoing support 3.3 Obtain clients' evaluation and feedback to ensure that their requirements have been met

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, 1.3, 2.2, 3.3	Identifies and interprets a variety of hard copy and online technical information to identify organisational requirements and clarify client requirements
Writing	1.1, 1.3, 2.1, 2.2, 2.4, 2.5, 3.1, 3.2	- Uses correct spelling and grammar, plain English and specific terminology to produce documents to organisational guidelines as required by the job role - Uses the appropriate programming syntax and conventions to perform job role
Oral Communication	1.1-1.3, 2.3, 3.3	- Elicits and evaluates information using effective listening and questioning techniques - Uses simple and relevant language to confirm understanding of requirements, liaise with the client and obtain feedback
Get the work done	1.1, 1.3, 2.1-2.4	- Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for efficiency - Understands the purposes, specific functions and key features of common digital systems and tools

		• Tests and operates common digital tools and systems to effectively complete routine tasks • Takes responsibility for the outcomes of routine decisions related directly to own role
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT307 Customise packaged software applications for clients	ICAICT307A Customise packaged software applications for clients	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 ICTICT307 Customise packaged software applications for clients

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Performance Evidence

Evidence of the ability to:

- interpret and document client requirements to customise software applications
- design software applications
- analyse, implement and review customised software applications
- produce documentation for the client
- obtain feedback from client to ensure requirements have been met.

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:

- outline the general features and capabilities of current industry accepted hardware and software products
- discuss functions and features of software applications suitable for client
- discuss functions and features of the operating system (OS)
- identify information and communications technology (ICT) structure and system infrastructure
- describe organisational policy and procedures relating to customising software
- identify organisational security procedures.

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 ICT industry, and include access to:

- a site where software applications may be customised

- use of customisable software applications currently used in industry
- client requirements documentation
- organisational requirements.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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