



Australian Government

ICTICT311 Customise packaged software applications

Release: 1

ICTICT311 Customise packaged software applications

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to analyse, design, implement and review the customisation of packaged software applications delivered to clients, using features and plugins of the packaged software applications.

It applies to those who work under minimal supervision as Information and Communications Technology (ICT) users and support personnel for software application activities in the workplace. Clients, in this instance, refers to internal as well as external teams and projects.

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. Confirm client requirements	1.1 Discuss and determine client requirements according to organisational procedures 1.2 Confirm and document client and technical specifications with required personnel, according to organisational procedures 1.3 Determine level of user and technical documentation needed to meet client requirements
2. Develop and apply customisation to packaged software applications	2.1 Design packaged software application according to client requirements given system limitations 2.2 Customise software applications using simple programming constructs

ELEMENT	PERFORMANCE CRITERIA
	2.3 Obtain feedback from required personnel and amend accordingly 2.4 Apply and implement customised packaged software applications 2.5 Document changes according to organisational procedures
3. Provide support for customised applications	3.1 Review work and finalise documentation according to organisational procedures 3.2 Produce documentation and user guides and submit to required personnel 3.3 Obtain client evaluation and feedback on supporting documentation 3.4 Evaluate work with required personnel

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	Identifies and interprets various sources of technical information
Oral communication	- Elicits and evaluates information using listening and questioning techniques - Identifies and confirms requirements, liaises with clients and obtains feedback using simple and required language
Reading	Identifies and interprets text and determines organisational and security requirements
Writing	Develops documentation detailing customised software application designed using appropriate structure, layout and technical programming language according to organisational procedures
Planning and organising	Takes responsibility in planning and organising own workload and identifies ways of sequencing and combining elements
Self-management	Takes responsibility in outcomes of routine decisions applicable to own role
Technology	- Identifies purposes, specific functions and key features of industry standard digital systems and tools - Tests and operates industry standard digital tools and systems and completes routine tasks

Unit Mapping Information

Supersedes and is equivalent to ICTICT307 Customise packaged software applications for clients.

Links

Companion Volume Implementation Guide is found on VETNet -

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