



Australian Government

ICTICT409 Develop macros and templates for clients using standard products

Release: 1

ICTICT409 Develop macros and templates for clients using standard products

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

It applies to individuals working in an office environment who achieve a degree of self-sufficiency as an advanced information and communications technology (ICT) user, and who support software applications 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. Determine macro or template requirement	1.1 Determine client requirements in line with organisational guidelines 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 documentation requirements
2. Develop macro or template for client	2.1 Develop macro or template to specification using industry recognised software applications 2.2 Demonstrate macro or template to client and obtain feedback

ELEMENT	PERFORMANCE CRITERIA
	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

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, 1.4	Reviews a range of written and online texts to identify relevant organisational guidelines and requirements relating to the job role
Writing	1.2, 1.3, 2.1, 2.3, 2.4, 3.1	- Uses the appropriate macro syntax and conventions to develop macros - Uses correct spelling and grammar; and organisational guidelines for terminology, address format, logos and document structure to develop templates - Uses correct spelling and grammar, plain English and, when necessary, technical terminology to comply with documentation requirements and develop support documentation
Oral Communication	1.1, 1.3, 1.4, 2.2, 3.2	- Uses simple and relevant language and effective listening and questioning techniques to determine client needs and obtain feedback - Uses technical language suitable to the job role when liaising with help desk personnel
Interact with others	3.2	Actively identifies the requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience
Navigate the world of work	1.1, 1.3	Recognises and follows explicit and implicit protocols, and meets expectations associated with own role
Get the work done	1.1, 1.2, 2.1- 2.4	Takes responsibility for planning and organising own workload, identifying ways of sequencing and

		- combining elements for greater efficiency - Understands the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks - Recognises and takes responsibility for addressing predictable problems in familiar work contexts
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT409 Develop macros and templates for clients using standard products	ICAICT409A Develop macros and templates for clients using standard products	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 ICTICT409 Develop macros and templates for clients using standard products

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Performance Evidence

Evidence of the ability to:

- determine client needs and specifications for macros and templates
- develop a variety of macros and templates using at least two industry recognised application packages
- provide support to the client for utilising the macros and templates.

Knowledge Evidence

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

- outline 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
- identify functions and features of the operating system
- identify features and functions of software and hardware supported by the organisation.

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:

- documents detailing organisational policies
- a 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.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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