



Australian Government

ICTICT435 Create technical documentation

Release: 1

ICTICT435 Create technical documentation

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 create technical documentation that is clear and understandable for the target audience and both easy to navigate and apply.

It applies to individuals working as technical writers, designers, developers and support staff, who are required to produce technical support documents of Information and Communications Technology (ICT) related work.

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. Prepare to produce technical documentation	1.1 Identify and evaluate technical documentation requirements and confirm details with client 1.2 Investigate and determine industry standards for technical documentation requirements 1.3 Define and document scope of work to be produced 1.4 Validate and confirm scope of work with client
2. Design and develop technical documentation	2.1 Identify technical documentation information requirements 2.2 Create document templates and style guides consistent with information requirements 2.2 Assess and document ICT system functionality

ELEMENT	PERFORMANCE CRITERIA
	2.3 Extract content that meets information requirements according to copyright restrictions 2.4 Develop structure of technical documentation and validate with client 2.5 Write technical documentation based on template and scope of work using information gathered 2.6 Apply content format and style according to documentation standards and templates
3. Finalise technical documentation and prepare for publication	3.1 Submit technical documentation to required personnel for review 3.2 Gather and analyse feedback and implement required changes and improvements to technical documentation 3.3 Review and edit technical documentation and confirm technical and grammatical accuracy 3.4 Confirm completed technical documentation meets client requirements and scope of work 3.5 Submit to required personnel for final sign off and approval to prepare publication 3.6 Prepare technical documentation for publication and distribution using applicable channels
4. Finalise technical documentation production	4.1 Confirm all technical documentation and approval procedures have been performed 4.2 Review and assess impact of technical documentation creation 4.3 Evaluate and report on technical documentation creation procedures

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
Reading	- Identifies and evaluates organisational documentation and standards, and a range of online and hard copy text containing technical project related terminology and diagrams, then applies information to the development of technical documentation - Interprets and comprehends a large range of diagrams, icons and computer-generated text

Writing	• Translates technical terminology into plain English and confirms viewers have a complete understanding of requirements • Develops technical documents to organisational standards using organisational naming conventions, terminology, style and format
Oral communication	• Confirms understanding of requirements, presents information and obtains feedback using applicable language
Teamwork	• Selects form, channel and mode of communication for a specific purpose applicable to own role, when communicating with others
Initiative and Enterprise	• Identifies implications of legal and regulatory responsibilities applicable to own work and general legal principles applicable across work contexts • Automatically implements standard procedures for routine decisions
Self-management	• Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency
Technology	• Uses digital systems and tools to access, organise, analyse and display information applicable to role

Unit Mapping Information

Supersedes and is equivalent to ICTICT408 Create technical documentation.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTICT435 Create technical documentation

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- create at least two separate technical documents, each for different ICT products, on separate occasions.

In the course of the above, the candidate must:

- determine and comply with industry standards for technical documentation requirements
- establish customer needs
- design, and develop and write technical documentation, including system, procedures, training material and user guides, incorporating applicable standards
- gather, analyse and incorporate feedback from clients and required personnel.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- technical documentation structure, including:
 - flow of information
 - style
 - tone
 - content format
- technical documentation content features, documentation publication and distribution procedures
- principles of document design, web design and usability applicable to creating technical documentation
- functions and features of templates and style guides
- instructional design principles applicable to creating technical documentation
- organisational policies, procedures and standards that cover document design.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- technical documentation specifications
- industry documentation standards
- organisational resources and documentation
- information about ICT system, platform, network or application being documented
- word processing software.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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