



Australian Government

ICTICT530 Design user experience solutions

Release: 1

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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 design solutions using a user experience (UX) methodology, with the users' experience at the centre of design. In this unit, a user refers to a customer or client who will interact and use a product, service and/or platform.

The unit applies to those working as business and systems analysts, as well as developers of software, games, websites, applications, products and services. UX design aims to improve, optimize and add value to the users' experience of a designed solution (product, service or platform).

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. Explore and validate problem	1.1 Define current problem according to business needs 1.2 Research problem and alternatives in market 1.3 Set data metrics and goals, and define design success according to business needs 1.4 Research user groups and confirm groups suitable for consultation
2. Research and develop user groups' experiences	2.1 Research problem, required user group information and solutions in market 2.2 Document research and synthesise findings

ELEMENT	PERFORMANCE CRITERIA
	2.3 Interview user groups and document user experience findings and feedback according to user and market segmentation 2.4 Create user group personas and map to user experience problems and improvement opportunities 2.5 Develop wireframes to communicate user experience according to current problem
3. Create solution options and validate solution	3.1 Workshop and determine solutions according to user experience, problems and improvement opportunities identified 3.2 Confirm best solution with required personnel and client according to UX principals and user needs 3.3 Develop solution prototype according to confirmed solution 3.4 Test solution according to required methodology 3.5 Collect feedback from user groups and adjust solution according to UX principles and user needs 3.6 Finalise solution and document work according to organisational requirements
4. Finalise and present UX solution	4.1 Finalise and confirm UX solution 4.2 Document and collate findings and solution documentation according to organisational requirements 4.3 Present solutions to required personnel 4.4 Integrate UX design into solution according to business need

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
Oral communication	Uses listening and questioning skills to confirm requirements and participate in discussion to synthesise information from others
Reading	Critically analyses documentation, information and data from a variety of sources and records, and consolidates information to determine requirements, meaning and applicability to task
Writing	Prepares complex documents using required language and grammar to present ideas, options and recommendations in a logical sequence

SKILL	DESCRIPTION
Teamwork	• Builds formal and informal networks to include key people/communities with expert skills and knowledge • Coordinates team effectiveness by including, coaching, informing and coordinating others
Problem solving	• Makes complex decisions in varied situations, taking a range of constraints into account when monitoring the project and design process
Self-management	• Monitors progress of plans and schedules, and reviews and changes them to meet new demands and priorities • Investigates new and innovative ideas and work practices through consultation, formal and analytical thinking
Technology	• Interprets the purposes, specific functions and key features of technologies and operates them effectively to complete design exercises and identify how others use technologies

Unit Mapping Information

No equivalent unit. New unit.

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 ICTICT530 Design user experience solutions

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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:

- design and document at least one user experience (UX) solution for a user group of at least 3 people.

In the course of the above, the candidate must:

- undertake research and consultation
- test, adjust and improve solution to desired outcome.

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:

- consultation and communication techniques and methodologies applicable to designing user experience solutions
- UX principles and values, including usefulness, aesthetics, desirability, useability and function
- UX methodologies and techniques, including:
 - design thinking
 - use-mapping and journey exercises
 - market segmentation
 - testing solution on user groups
 - testing function and useability
 - validating user experience of solution.

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:

- wireframe and prototype tools and templates
- design problem or business case
- user group of at least three different people.

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

Links

Companion Volume Implementation Guide is found on VETNet -

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