ICTICT408 Create technical documentation

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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 create technical documentation that is clear to the target audience and easy to navigate.

It applies to individuals working as technical writers, designers, developers and support staff who are required to produce technical support documents of their 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
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify and analyse documentation requirements and client needs	1.1 Consult with client to identify documentation requirements 1.2 Interpret and evaluate documentation requirements and confirm details with client 1.3 Investigate industry and documentation standards for requirements 1.4 Define and document the scope of work to be produced 1.5 Consult with client to validate and confirm the scope of work
2. Design documentation	2.1 Identify information requirements with reference to layout and document structure 2.2 Create document templates and style guides consistent with

ELEMENT	PERFORMANCE CRITERIA
	information requirements
	2.3 Conduct a review of the system in order to understand its functionality
	2.4 Extract content that meets information requirements according to copyright restrictions
	2.5 Develop the structure of the technical documentation, giving focus to the flow of information, style, tone and content format
	2.6 Validate the technical documentation structure with the client
3. Develop documentation	3.1 Write technical documentation based on the template and scope of work using the information gathered
	3.2 Translate technical terminology into plain English where appropriate
	3.3 Apply content format and style according to documentation standards and templates
4. Evaluate and edit documentation	4.1 Submit technical documentation to appropriate person for review
	4.2 Gather and analyse feedback
	4.3 Incorporate alterations into the technical documentation
	4.4 Edit the technical documentation for technical and grammatical accuracy
5. Prepare documentation for publication	5.1 Check that the completed technical documentation meets client requirements and scope of work
	5.2 Submit the technical documentation to appropriate person for approval
	5.3 Prepare the technical documentation for publication and distribution using appropriate channels

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	1.2, 1.3, 2.3, 2.4, 4.2, 4.4, 5.1	• 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 the information to the development of appropriate technical documentation • Interprets and comprehends a large range of diagrams, icons, and computer generated text
Writing	1.4, 2.2, 2.5, 3.1-3.3, 4.3, 4.4, 5.3	• Uses correct spelling and grammar, plain English and specific terminology relevant to the project • Uses organisational naming conventions, terminology, style and format to develop technical documents to organisational standards
Oral communication	1.1, 1.3-1.5, 2.1, 2.3, 2.6, 4.1, 4.2	• Elicits and evaluates information using effective listening and questioning techniques • Uses simple and relevant language to confirm understanding of requirements, present information and obtain feedback
Interact with others	5.2	• Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role
Navigate the world of work	1.3, 2.4	• Appreciates the implications of legal and regulatory responsibilities related to own work and is beginning to recognise some general legal principles applicable across work contexts
Get the work done	1.4, 2.1, 2.2, 2.5, 3.3, 4.2	• Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency • Uses familiar digital systems and tools to access, organise, analyse and display information relevant to role • Automatically implements standard procedures for routine decisions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT408 Create technical documentation	ICAICT408A Create technical documentation	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

PwC's Skills for Australia