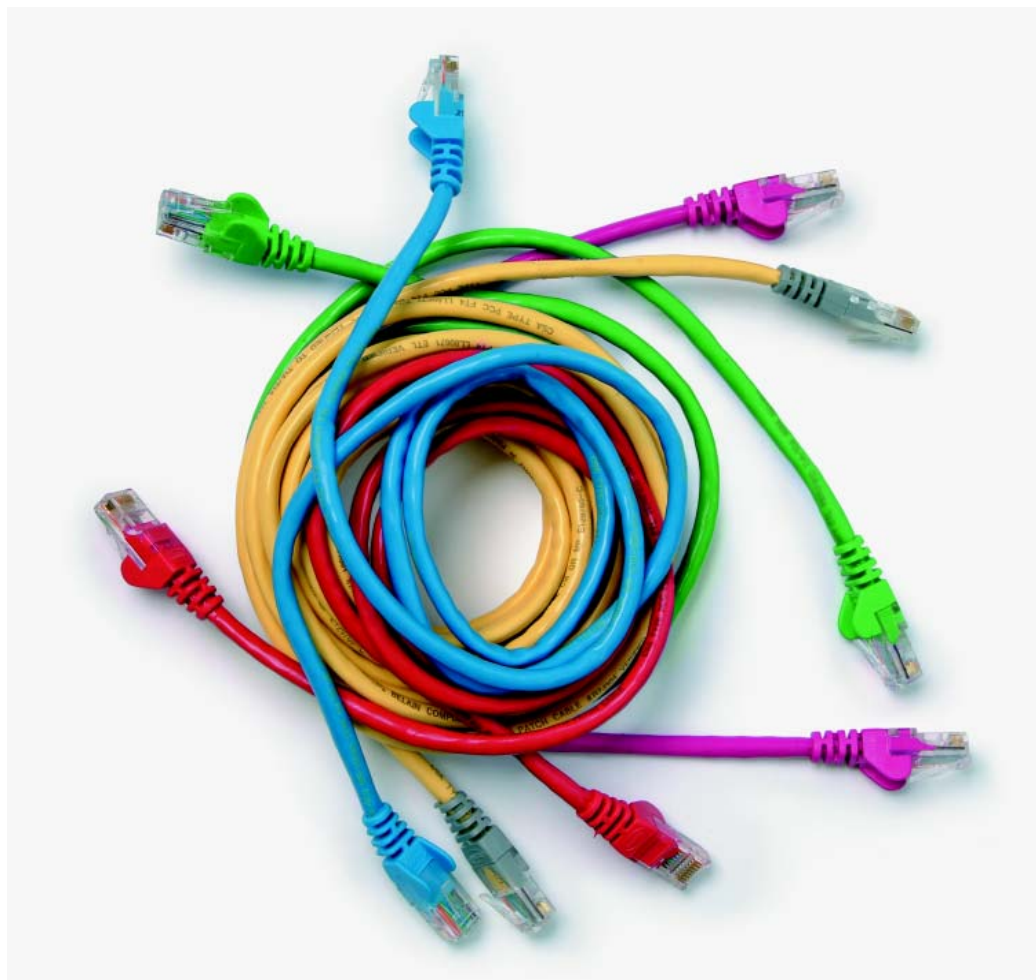


Systems and Principles

Unit Syllabus

Level 3 Develop ICT technical documentation and procedures

7540-369



About City & Guilds

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group

The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management) which provides management qualifications, learning materials and membership services, NPTC which offers land-based qualifications and membership services, and HAB (the Hospitality Awarding Body). City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement *Access to assessment and qualifications* is available on the City & Guilds website.

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute 2010 and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a locked PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification
- the *Standard Copying Conditions* on the City & Guilds website.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications

City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000 (Centres)

+44 (0)844 543 0033 (Learners)

F +44 (0)20 7294 2400

www.cityandguilds.com

centresupport@cityandguilds.com

Contents

Unit 369 Develop ICT technical documentation and procedures

Syllabus overview	2
Outcome 1 Identify requirements for technical documentation and procedures	3
Outcome 2 Produce draft technical documentation and procedures	5
Outcome 3 Ensure the quality of documentation and procedures produced	7
Unit record sheet	8

Unit 369 Develop ICT technical documentation and procedures

Syllabus overview

Unit accreditation number F/501/4001

Credit value 5

Rationale

This unit will enable the candidate to develop technical documentation and procedures. The documentation will be confined to basic operational instructions/procedures and information recording pro forma.

Learning outcomes

There are **three** outcomes to this unit. The candidate will be able to:

- Identify requirements for technical documentation and procedures
- Produce draft technical documentation and procedures
- Ensure the quality of documentation and procedures produced

Guided learning hours

It is recommended that **25** hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the learning outcomes and assessment criteria required for the Level 3 Diploma in ICT Professional Competence.

Assessment and grading

Assessment will be by means of a **set assignment** covering both practical activities and underpinning knowledge.

Unit 369

Develop ICT technical documentation and procedures

Outcome 1

Identify requirements for technical documentation and procedures

Practical activities

The candidate will be able to:

- 1 identify sources of difficulty experienced by the customer, eg
 - a hardware
 - b software
 - c processing
 - d existing documentation
- 2 establish the type of documentation and procedures required eg
 - a quick reference guide
 - b formal detailed procedure(s)
 - c flow chart
 - d electronic format
 - e paper format
- 3 identify valid sources of information on which to base the documentation and procedures, eg
 - a company practice (existing quality assurance documents)
 - b manufacturer's procedures/manuals
 - c operator's preferred methods
 - d Internet
 - e help files
- 4 extract relevant sufficient information and prepare a plan for the production and quality assurance of the required documentation and procedures, eg current ISO procedures/requirements.

Underpinning knowledge

The candidate will be able to:

- 1 describe the reasons for accurately identifying customer requirements
- 2 describe the reasons for providing accurate, current and valid information
- 3 outline the regulations applying to the use of information
 - a licensing and copyright (eg The Berne Convention, The Universal Copyright Convention)
 - b contractual (current legislation)
 - c confidentiality (data protection)
- 4 describe the typical content of a plan for the production of documentation and procedures to ensure, eg
 - a quality assurance
 - b establishing customer needs
 - c suitable format
 - d recording of sources.

Unit 369

Develop ICT technical documentation and procedures

Outcome 2

Produce draft technical documentation and procedures

Practical activities

The candidate will be able to:

- 1 design a suitable format in which to present the information eg
 - a electronic (pop-up window, CD-Rom)
 - b paper (formal, informal, step by step, narrative, flip cards)
- 2 select a suitable method for producing the documentation eg
 - a word processor
 - b desktop publishing
 - c HTML
 - d Java
 - e manuscript draft
- 3 plan the content to include, eg
 - a index
 - b contents list
 - c pictures of screens
 - d pictures of keyboard/equipment
 - e flow charts
 - f written instructions/information
 - g references
- 4 produce draft documentation and procedures, eg
 - a quick reference guide
 - b formal detailed procedure(s)
 - c flow chart
 - d electronic format
 - e paper format.

Underpinning knowledge

The candidate will be able to:

- 1 describe formats suitable for presenting information to customers, eg
 - a electronic (eg WP, HTML, PDF, pop-up window, CD-Rom)
 - b paper (formal, informal, step by step, narrative, flip cards)
- 2 describe the circumstances in which each format might be used outlining the advantages and disadvantages of each
- 3 describe methods of producing documentation including available software packages eg
 - a quick reference guide
 - b formal detailed procedure(s)
 - c flow chart
 - d electronic format
 - e paper format
- 4 identify content requirements, eg
 - a index
 - b contents list
 - c pictures of screens
 - d pictures of keyboards/equipment
 - e flow charts
 - f written instructions/information
 - g references
- 5 explain the importance of independent checking of documentation for production errors, eg typographic
- 6 explain the reasons for having standard document formats within an organisation.

Unit 369

Develop ICT technical documentation and procedures

Outcome 3

Ensure the quality of documentation and procedures produced

Practical activities

The candidate will be able to:

- 1 review the documentation for technical accuracy
- 2 pilot the documentation with customers to obtain feedback
- 3 modify documents in response to any feedback.

Underpinning knowledge

The candidate will be able to:

- 1 explain the reasons for reviewing the technical accuracy of documentation and procedures with peers
- 2 explain the reason and purposes for piloting documentation with customers, eg clarity, ease of understanding, suitability of delivery method
- 3 describe commonly used methods of obtaining feedback eg
 - a written questionnaire
 - b direct observation
 - c interview.

Unit record sheet

Use this form to track your progress through this unit.

Tick the boxes when you have covered each outcome. When they are all ticked, you are ready to be assessed.

Outcome	✓	Date
1 Identify requirements for technical documentation and procedures	<input type="checkbox"/>	
2 Produce draft technical documentation and procedures	<input type="checkbox"/>	
3 Ensure the quality of documentation and procedures produced	<input type="checkbox"/>	

Candidate Signature Date

City & Guilds
Registration Number

Quality nominee
(if sampled) Date

Assessor Signature Date

External Verifier
Signature (if sampled) Date

Centre Name Centre Number

Published by City & Guilds

1 Giltspur Street

London

EC1A 9DD

T +44 (0)844 543 0000 (Centres)

+44 (0)844 543 0033 (Learners)

F +44 (0)20 7294 2400

www.cityandguilds.com

**City & Guilds is a registered charity
established to promote education
and training**