e-Quals Unit Syllabus

Level 3 Develop ICT technical documentation and procedures

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Unit 508 Develop ICT technical documentation and procedures

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 formas.

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 30 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 knowledge and understanding required for the following qualifications:

NVQ for IT Professionals (4324) Level 3

Outcome	Unit
1, 2	309.1 Products or services to be supported
3	316.1 Appropriate uses of advice and guidance
1,2,3	316.4 Technical information to form the basis for advice and guidance

Key Skills

Application of number	N/A
Communication	3.1, 3.2, 3.3
ICT	3
Working with others	N/A
Problem solving	3
Improving own learning	2

Assessment and grading

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

Unit 508 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 508 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
   - e pictures of keyboard/equipment
   - f flow charts
   - g written instructions/information
   - h references

4 produce draft documentation and procedures as, 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 list of 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 508 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**	☐	
2 **Produce draft technical documentation and procedures**	☐	
3 **Ensure the quality of documentation and procedures produced**	☐	

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** .....

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