SUNI**TAFE STUDENT**

ASSESSMENT GUIDE



_TBCO10;B=20;CC=0;W=96.60pt;H=39.60pt;M=254;S=-1;BS=1;CP=1;CPC=0;EM=0;E=0;DPI=300.00;DRM=0;BBT=0;BBW=-1;BWR=0.00;BWU=0;BG=0;CD=1;CPR=0;F=Calibri,9.00,,,0,0,0,0,,,;FS=9;FN=Calibri;FM=;O=0;QZB=0.00;QZL=0.00;QZR=0.00;QZT=0.00;QZU=0;R=0;PR=;T=1;TA=0;SE=0;SR=-1;A=0;TD=0;FC=0;BC=16777215;TC=0;LC=;DP=ICTICT309;D=ICTICT309

ICTICT309 Create ICT user documentation

Student Name

Place student ID barcode sticker here

Commencement Date



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Sunraysia Institute of TAFE wishes to acknowledge the contribution from the following persons in the development of this resource.

Rebekah Jones –Teacher ICT

Josephine Bennett – Education Development Services

David Cleary –Teacher ICT

Sunraysia Institute of TAFE wishes to acknowledge the following additional information sources in the development of this resource:

ICTICT309 on training.gov.au

For a definitive definition of this unit and its assessment, please consult: <https://training.gov.au/Training/Details/ICTICT309>



# Assessment Information

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| **Conducting the Assessment** | The assessment methods and processes are described in this Student Assessment Guide.  Information about each assessment method is discussed and the assessment agreement is completed.  The assessor is to advise students the time and date of the assessments.  All assessments must be conducted in a safe environment. |
| **Applying Reasonable Adjustments** | Reasonable adjustments to assessment methods and processes may be required to accommodate the student needs and enable them to demonstrate their competencies.  Any adjustments made to the assessment must be documented in the assessment agreement in this Student Assessment Guide. |
| **Feedback to Students** | Feedback will be provided to the student after the completion of assessment marking. |
| **Assessments and Competency** | For each assessment task you complete, the assessor will determine it as either ‘Satisfactory’ or ‘Not Satisfactory’. You will be given the opportunity to resubmit an assessment task if it is determined ‘Not Satisfactory’.  On completion of all assessment tasks, you will be issued a result of either ‘Competent’ or ‘Not Yet Competent’ for the unit. All assessment tasks must be satisfactorily completed for a unit for you to be deemed competent.  A student may appeal a “Not Yet Competent” decision by following the Student Reviews and Appeals Procedure found on the Institute’s website: [www.sunitafe.edu.au/policies-procedures-forms](http://www.sunitafe.edu.au/policies-procedures-forms) |
| **Assessment Submission** | Assessments may be submitted either in hard copy or online through [SuniCONNECT](https://suniconnect.sunitafe.edu.au/login/index.php). Ask the assessor for the preferred method.  If submitting as hard copy, sign and submit the Assessment Task/s Submission Statement with each or all assessment/s.  If submitting online, tick the Submission Statement in the Assessment Task drop box and upload all the relevant documents for assessment. |

**What you need to complete:**

The assessment tasks required for completion of the unit/s are:

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| **Assessment Task 1** | | | | | | | | | |
| Written Questions | | | | | Due Date | | | | |
| **Assessment method/s** | | | | | | | | | |
| A Observation/ oral Questions | B  Project | C  Practical Task | D  Portfolio | E  Role play/Simulation | | F Knowledge based test | H  Written Task | I  Third Party Report | J other (specify)  \_\_\_\_\_\_\_\_\_\_\_ |
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| **Assessment Task 2** | | | | | | | | | |
| Project | | | | | Due Date | | | | |
| **Assessment method/s** | | | | | | | | | |
| A Observation/ oral Questions | B  Project | C  Practical Task | D  Portfolio | E  Role play/Simulation | | F Knowledge based test | H  Written Task | I  Third Party Report | J other (specify)  \_\_\_\_\_\_\_\_\_\_\_ |
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You will be allowed a maximum of 2 attempt/s at each assessment task.

# Assessment Agreement

An assessment agreement is required to ensure that all students are aware of the process and purpose of an assessment and the requirements to achieve competence in this unit/s.

Document any adjustments to assessment discussed with the student.

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I declare that I have read and understood the assessment methods and assessment process and have discussed any needs with my assessor.

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| Student Name: |  | | |
| Student Signature: |  | Agreement Date: | / / |

# Assessment Task 1

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| **Assessment Title:** | Written Questions |
| **Assessment Instructions:** | This assessment is a written task to confirm your knowledge of the development of information and communications technology (ICT) user documentation.  You are required to provide written responses to the questions below.  You can either write or type in your answers in the spaces provided.  You may be required to research your answers. Referencing should be used when using information from other sources.  This assessment will be conducted within self-directed class time or during your own study time outside of class.  When you are ready for your work to be assessed and in line with assessment task due dates, you are to upload that work in a PDF document to the relevant drop box on SuniCONNECT.  Students must complete all tasks to a satisfactory level to receive a satisfactory result. |
| **Duration of the Assessment:** | 2 hours |
| **Required Knowledge** | * User documentation features and requirements * Industry standard documentation requirements * User documentation design and usability * Intent of web-based user documentation * User documentation templates and style guides * Features of technical user documentation |
| **Resources required for this Assessment:** | |
| **Supplied by Institute/workplace** | * Student assessment guide * User documentation standards (in folder Supporting Assessment Documents): * IEEE Standard for Software User Documentation   When student is working on campus:   * Computer * Internet access * SuniCONNECT access: ICTICT309 |
| **Supplied by student** | When student is working off campus:   * Computer * Internet access |

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| **Assessment Task 1 – Written Questions**  Several of the following questions ask you to “briefly describe” or “briefly define” an item or concept. For these questions, you should respond with a short paragraph of around one to three sentences or up to one-hundred words in length. |

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|  | List the eight standard features that a complete collection of user documentation for an ICT product should include. |
| Answer: | • Plain language  • Simplicity  • Visuals and diagrams  • A focus on the problem  • A logical hierarchy and flow of information  • Searchable  • Accessible for all users  • TOC and index |
| Satisfactory  Not Satisfactory | |

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|  | Briefly define the following four requirements of high-quality user documentation for an ICT product and provide one example of each. |
| Answer: | 1. Accuracy   provides true descriptions of the product or process being documented.   1. Completeness   provides a full description of the product or process being documented. The “full” description is from the perspective of an end -user. This will typically not include underlying technical details that might be required by other actors.   1. Usability   is structured and organised in a manner that facilitates effective access and understanding by an end -user.   1. Relevance   only includes information that an end -user requires in order to utilise the product or process to achieve their likely goals. |
| Satisfactory  Not Satisfactory | |
|  | Standard for software user documentation   1. What is the code for the IEEE Standard for Software User Documentation? 2. Summarise the scope of the standard including at least one component that is required to be included and one component that should be excluded from software user documentation. 3. List the six routine activities related to the general use of a software product specified by the standard. |
| Answer: | 1. IEEE 1063tm 2. The standard provides minimum requirements for the structure, information content, and format of user documentation, including both printed and electronic documents used in the work environment by users of systems containing software. 3. 1. Software installation and deinstallation   2. Orientation to use of the features of the graphical user interface  3. Access, or log-on and sign-off the software  4. Navigation through the software to access and to exit from functions  5. Data operations (enter, save, read, print, update, and delete)  6. Methods of cancelling, interrupting, and restarting operations. |
| Satisfactory  Not Satisfactory | |

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|  | Complete the following table outlining the four steps in the process to create high-quality user documentation for an ICT product. Briefly describe the four steps in the process. For each step, briefly describe how it impacts upon user documentation design and usability. |
| Answer: | |  |  |  |  | | --- | --- | --- | --- | | **Step** | | **Description** | **Impact on Design and Usability** | | **1** | **Educate yourself about the product** | Finding out about how the product runs. | **Design**: | | **Usability**: | | **2** | **Decide what to include in the documentation** |  | **Design**: | | **Usability**: | | **3** | **Use a high-quality template** |  | **Design**: | | **Usability**: | | **4** | **Ensure your user documentation is user-friendly and accessible to all users** |  | **Design**: | | **Usability**: | |
| Satisfactory  Not Satisfactory | |

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|  | Web based user documentation   1. Briefly describe how web-based user documentation differs from the traditional approach to user documentation in terms of both storage and maintenance. 2. List three benefits of a web-based approach to user documentation in contrast to the traditional approach. |
| Answer: | 1. Web based documentation can be accessed by users omline and are known as a soft copy document or electronic document. The traditional approach would come as a hard copy or paper copy that is initially stored with the prodct upon purchase and should be filed away for future use. 2. 1. Web based documentation is considered more accessible than traditional documentation   2. traditional copies have only one copy per product, making the information within the guide harder to access and share for other users of the same product.  3. Web based documents can be easily updated and released as opposed to the process of updating and distributing traditional documents. |
| Satisfactory  Not Satisfactory | |
|  | Identify and briefly describe for each item listed below, three user documentation characteristics that should be defined using a:   1. Document template 2. Organisational style guide |
| Answer: | 1. Header, footer, Version Number 2. Writing Style, Typeface and fonts & use of color |
| Satisfactory  Not Satisfactory | |

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|  | For each of the following items, indicate whether it is a characteristic of user documentation or technical documentation of ICT products. |
| Answer: | |  |  | | --- | --- | | **Characteristic** | **User or Technical Documentation** | | Outline full troubleshooting procedures to resolve product problems | Documentation | | Describe how to install a product | Documentation | | Focus on a product’s main and most common features and functions | Documentation | | Provide a complete catalog of all of a product’s features and functions | **Technical** | | Created for use by end-users of a product | Documentation | | Present the results of a study evaluating a product’s effectiveness | **Technical** | | Provide descriptions of a product’s internal and external dependencies and APIs |  | | Explain how to use a product safely | Documentation | |
| Satisfactory  Not Satisfactory | |

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| **Assessment Task Submission Statement** | | | | | | |
| **Student Name:** | |  | | | **Student Id:** |  |
| **Assessment Task:** | | **1 Written Questions** | | | | |
| First submission | | | Subsequent submission | | | |
| **Student Declaration:**  I certify that the attached assessment is my original work. No other person’s work has been used without due acknowledgment in the text of the document.  Except where reference is made in the text, this document contains no material presented elsewhere or extracted in whole or in part from a document presented by me for another qualification at this or another Institution.  I understand the nature of plagiarism to include the reproduction of someone else’s words, ideas or findings and presenting them as my own without proper acknowledgement. Further, I understand that there are many forms of plagiarism which include direct copying or paraphrasing from someone else’s published work (either electronic or hard copy) without acknowledging the source; using facts, information and ideas from a source without acknowledgement; producing assignments (required to be independent) in collaboration with and/or using the work of other people; and assisting another person to commit an act of plagiarism.  I understand that the work submitted may be reproduced and/or communicated by the institution or a third party authorised by the institution for the purpose of detecting plagiarism.  I understand that Sunraysia Institute of TAFE is required to retain evidence of all completed student assessment items for a period of 3 years for auditing purposes, after which time evidence will be securely destroyed. | | | | | | |
| **Student Signature:** |  | | | **Date of Submission: / /** | | |

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| **Assessor Report** | **Assessor Name:** | | | |
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| **Assessment Outcome:** | | **SATISFACTORY** | | |
| **NOT SATISFACTORY** | Is resubmission required?Yes  No | |
| **Resubmission:** | | Competency development strategies discussed with student? | | |
|  | | Agreed due date for resubmission: / / | | |
| **Assessor Signature:** | |  | | **Date:**  / / |

# Assessment Task 2

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| **Assessment Title:** | Project |
| **Assessment Instructions:** | This assessment is a project where you are required to design and develop ICT user documentation.  You are required to design and develop user documentation to support Murray TAFE students using Zoom to participate in remote learning. All the artefacts created by students are added to a portfolio.  This assessment consists of four parts:   * **Part A**, you begin by understanding the user documentation requirements for the task and developing a user documentation template. Both these items must be approved by the assessor prior to moving on to subsequent parts. * **Part B,** you are to design and develop the actual user documentation. You also obtain internal feedback for that documentation. * **Part C,** you will develop a short online questionnaire to review and assess the impact of software user documentation. Use Zoom to discuss the user documentation with an audience of fellow students and your assessor to obtain feedback.  The fellow students also complete the online questionnaire. The discussion is assessed by the assessor using an observation checklist**.** After integrating the received feedback, the completed user documentation must be approved and signed-off by the assessor. * **Part D**, you are to confirm all required procedures have been completed. You are to summarise the results of your questionnaire. You are to create a short reflection evaluating the user documentation creation process. You must submit your completed portfolio.   The user documentation can be developed during self-directed class time or during your own study time outside of class.  You must upload all completed written work associated with this assessment task as a collection of PDF documents to the relevant drop-box on SuniCONNECT.  You must complete the specified tasks to a satisfactory level to receive a satisfactory result for this assessment. |
| **Duration of the Assessment:** | 12 hours |
| **Required Knowledge** | * User documentation features and requirements * Industry standard documentation requirements * User documentation design and usability * Intent of web-based user documentation * User documentation templates and style guides * Features of technical user documentation * Zoom functions and features required to support remote learning * Murray TAFE’s user documentation requirements * Murray TAFE’s document creation procedure |
| **Resources required for this Assessment:** | |
| **Supplied by Institute/workplace** | * Student assessment guide * Industry user documentation standard (in folder Supporting Assessment Documents): * IEEE Standard for Software User Documentation * Organisational documentation policies, procedures and requirements (in folder Supporting Assessment Documents): * ICTICT309\_CURRENT\_RES\_Documention Creation Procedure\_3.11.2021\_v1.0\_Controlled * ICTICT309\_CURRENT\_RES\_User Documentation Requirements\_3.11.2021\_v1.0\_Controlled * SuniTAFE Copyright Policy * Approval confirmation documents (in folder Supporting Assessment Documents): * ICTCT309\_CURRENT\_RES\_Part A Approval Confirmation\_3.11.2021\_v1.0\_Controlled * ICTCT309\_CURRENT\_RES\_Part B Approval Confirmation\_3.11.2021\_v1.0\_Controlled * Zoom manuals (at the Zoom Help Center, <https://support.zoom.us/hc/en-us> ) * ICT component documentation (see component vendor websites)   When student is working on campus:   * Computer * Internet access * SuniCONNECT access: ICTICT309 |
| **Supplied by student** | When student is working off campus:   * Computer * Internet access |

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| **Assessment Task 2 – Project**  You are employed as a technical support officer at Murray TAFE. For many of Murray TAFE’s classes, students have the option of participating via remote learning using the Zoom software application. Documentation is required to support students in installing, running and effectively utilising Zoom for their classes. You have been tasked to produce this documentation.  Work through and complete each of the following Parts A to D. |

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| **Part A: Understand User Documentation Requirements and Develop a User Documentation Template**   1. In your role as a Murray TAFE technical support officer, with at least two of your fellow students, investigate, identify and discuss: 2. The major components of Murray TAFE ICT system, i.e. software, hardware, networking, etc., that will need to be addressed by the user documentation 3. The type of user documentation required 4. ICT industry documentation standards; see **IEEE Standard for Software User Documentation** 5. The Murray TAFE documentation creation organisational procedure; see **ICTICT309\_CURRENT\_RES\_ Documentation Creation Procedure\_3.11.2021\_v1.0\_Controlled** 6. The Murray TAFE user documentation requirements; see **ICTICT309\_CURRENT\_RES\_User Documentation Requirements\_3.11.2021\_v1.0\_Controlled**   Record the results of your investigation and discussion of a) to e) along with the names of the two fellow students with whom you discussed the user documentation requirements in the document **ICTICT309\_CURRENT\_RES\_Part A Approval Confirmation\_3.11.2021\_v1.0\_Controlled**. This document will be signed off and approved by your teacher in Question 3 below.   1. Using Microsoft Word, design and develop a document template for the type of user documentation you determined in Question 1.   The document template must:   * Conform to ICT industry documentation standards and the existing Murray TAFE user documentation requirements; see **IEEE Standard for Software User Documentation** and **ICTICT309\_CURRENT\_RES\_User Documentation Requirements\_3.11.2021\_v1.0\_Controlled** (both in folder **Supporting Assessment Documents**) * Be applicable both for developing user documentation to address Murray TAFE’s current Zoom requirements and for other future Murray TAFE ICT requirements. * Be saved as a Microsoft Word document.  1. Murray TAFE’s organisational procedures require that you submit your preliminary work for feedback and approval.   Submit to your teacher:   1. Your completed user document template 2. Completed document **ICTICT309\_CURRENT\_RES\_Part A Approval Confirmation\_3.11.2021\_v1.0\_Controlled** specifying your user documentation requirements from Question 1to be signed off and approved. Your teacher may also provide feedback indicating changes you need to action prior to continuing with this task.   Action any feedback items you received from your teacher prior to moving on to Part B.  Include the document **ICTICT309\_CURRENT\_RES\_Part A Approval Confirmation\_3.11.2021\_v1.0\_Controlled** and the finalised document template in your portfolio. |
| Satisfactory  Not Satisfactory |

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| **Part B: Design and Develop User Documentation**   1. Review the major components of Murray TAFE ICT system, i.e. software, hardware, networking, etc., that will need to be addressed by the user documentation to support students in installing, running and effectively utilising Zoom for remote learning. These are the components you identified in Part A Question 1.   For each component:   * Access and examine existing user, technical, design and supporting documentation from the component vendors or elsewhere * Identify the key characteristics and functions required for the user documentation.  1. Create draft user documentation (Version 1.0) to support students in installing, running and effectively utilising Zoom for remote learning.  * The draft user documentation must be created based upon the document template developed in Part A. * The draft user documentation must be labelled as Version 1.0. * The draft user documentation must include references to the user, technical, design and supporting documentation you utilised. * When creating the draft user documentation, you must ensure that you conform to copyright legislation and regulations. * Include your draft user documentation (Version 1.0) in your portfolio.   **Important: It is not necessary to document the entire Zoom application and environment, only those characteristics and functions required to support students in installing, running and effectively utilising Zoom for remote learning.**   1. Present your draft Zoom user documentation to at least two of your fellow students and obtain internal feedback. Update your user documentation based upon that feedback.  * The updated user documentation must be labelled as Version 1.1. * Use Microsoft Word’s Track Changes function to record feedback and show changes made to the Zoom user documentation as a result of the received feedback. * Use **document ICTICT309\_CURRENT\_RES\_Part B Approval Confirmation\_3.11.2021\_v1.0\_Controlled** torecord evidence of having obtained internal feedback. You will need to identify the two fellow students who provided you with feedback and provide one example of that feedback. Include this document in your portfolio. * Include the updated Zoom user documentation (Version 1.1) including the details of the feedback received and the changes made in your portfolio. |
| Satisfactory  Not Satisfactory |

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| **Part C: Present User Documentation to its Intended Audience**   1. Develop a short online questionnaire to review and assess the impact of implementing user documentation.  * The questionnaire must focus on the respondents’ views of the impact of implementing user documentation. How does having access to user documentation affect or change the way an ICT product is used? * The questionnaire respondents will be your fellow students to whom you present your user documentation in Part C Question 2. The questionnaire must be completed by these students immediately following the observation. * You will analyse and summarise the questionnaire results in Part D Question 2 * The questionnaire must contain no more than six questions. * Suggested useful tools to create online questionnaires include Survey Monkey (<https://www.surveymonkey.com/>), Microsoft Forms ([https://forms.microsoft.com](https://forms.microsoft.com/)) and Google Forms (<https://forms.google.com>).  1. Present your user documentation to support students using Zoom for remote learning to your assessor and your fellow students acting in the roles of Murray TAFE personnel who have requested the Zoom user documentation.  * The presentation should be in the form of a discussion between you, your assessor and your fellow students. * Your assessor will organise you into small groups of up to four students and schedule a time for the groups’ presentations. * Feedback will be provided to you during the presentation. * You must record the feedback so that it can be evaluated and integrated into your user documentation. * Use Microsoft Word’s Track Changes function to record feedback. * The discussion must be held using the Zoom remote communication platform. * Your assessor will assess the presentation using an observation checklist. * At the completion of the observation, each of your fellow students must complete the online questionnaire you created in Part C Question 1 to review and assess the impact of implementing user documentation. |
| Satisfactory  Not Satisfactory |

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| **Observation Checklist** | | | | | |
| ICTICT309 Create ICT user documentation | | | | | |
| **Student’s Name:** |  | | | **Student ID:** |  |
| **Student Instructions:** | You will be observed by an assessor completing the following task/s. During the task/s you may be asked oral questions by the assessor to confirm your understanding.  Observations will be recorded by the assessor as **S** if the task/s has been performed to a satisfactory skill level or **NS** if the task/s have NOT been performed satisfactorily.  You must achieve a satisfactory result for the whole of the task. | | | | |
| **Description:** | You will hold a discussion where you will present the current version (Version 1.1) of your user documentation to support students using Zoom for remote learning to an audience comprising of up to three fellow students and their assessor acting in the roles of Murray TAFE personnel who have requested the Zoom user documentation.  The audience members must provide feedback about your user documentation.  The assessor will complete the observation checklist whilst observing your presentation and providing feedback along with the fellow students. | | | | |
| **Location:** |  | | | | |
| **Client Details:** |  | | | | |
| **Tasks to be observed** | | **1** | **Comments on performance and/or oral question responses (Required):** | | |
| 1. The student clearly identifies the type and summarises the structure and contents of the user documentation they have developed to support students using Zoom for remote learning. | | S  NS |  | | |
| 1. The student provides the audience with opportunities to provide feedback. | | S  NS |  | | |
| 1. The student listens carefully to the audience’s feedback and demonstrates that they are doing this. | | S  NS |  | | |
| 1. The student uses questioning techniques to obtain and confirm feedback. | | S  NS |  | | |
| 1. The student records the audience feedback they have received. | | S  NS |  | | |
| 1. The student acquires immediate feedback as instructed in Part C Question 1, related to the impact of implementing user documentation. | | S  NS |  | | |

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| **Assessor Report** | | | |
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| **Assessment Outcome:** | **SATISFACTORY** | | |
| **NOT SATISFACTORY** | Is resubmission required?Yes  No | |
| **Resubmission:** | Competency development strategies discussed with student? | | |
| Agreed due date for resubmission: / / | | |
| **Assessor Name:** |  | | |
| **Assessor Signature:** |  | | **Date:**  / / |

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| **Part C: Present User Documentation to its Intended Audience**   1. Finalise your user documentation based upon the feedback you received from your presentation and submit the finalised user documentation for final approval and sign-off in SuniCONNECT.  * The finalised user documentation must be labelled as Version 1.2. * Use Microsoft Word’s Track Changes function to show changes made to the Zoom user documentation as a result of the received feedback. * Include your finalised Zoom user documentation (Version 1.2) in your portfolio. |
| Satisfactory  Not Satisfactory |

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| **Part D: Evaluate User Documentation Process**   1. Complete the following table listing the four documentation and four approval procedures that you have performed as part of this assessment and tick the associated checkboxes to confirm each procedure has been performed.  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Documentation Procedures** | | **Confirm** | **Approval Procedures** | | **Confirm** | | 1 |  |  | 1 |  |  | | 2 |  |  | 2 |  |  | | 3 |  |  | 3 |  |  | | 4 |  |  | 4 |  |  |   Include the above table in your portfolio.   1. Analyse and summarise the results of your online questionnaire to review and assess the impact of implementing user documentation.  * The questionnaire was developed in Part C Question 1 and student responses to the questionnaire were gathered in Part C Question 2. * Analyse and summarise the questionnaire results. Your summary can use either a textual or graphical format or a combination. * Your analysis must include a brief statement of no more than one-hundred word of the overall impact of implementing user documentation based upon the questionnaire responses. * Include the questionnaire results and your summary of those results in your portfolio.  1. Write a short reflection of no more than two-hundred words reporting on and evaluating the user documentation creation and approval procedures that you have undertaken in completing this assessment task.  * The reflection must be focussed on the user documentation creation and approval procedures you completed in Parts A to C of this assessment task. * The reflection must include an evaluation of those procedures. You must indicate how effective you believe the procedures were for producing high-quality user documentation. * Include the reflection in your portfolio.  1. Submit your portfolio in SuniCONNECT. See portfolio checklist provided. |
| Satisfactory  Not Satisfactory |

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| **Portfolio**  At the completion of the project, you must submit a portfolio containing the following items:  From Part A:   1. User documentation template document 2. **ICTICT309\_CURRENT\_RES\_Part A Approval Confirmation\_3.11.2021\_v1.0\_Controlled** document   From Part B:   1. Draft Zoom user documentation document – Version 1.0 2. **ICTICT309\_CURRENT\_RES\_Part B Approval Confirmation\_3.11.2021\_v1.0\_Controlled** document 3. Updated Zoom user documentation document – Version 1.1   From Part C:   1. Completed observation checklist (completed and provided by the assessor) 2. Finalised Zoom user documentation document – Version 1.2   From Part D:   1. Documentation and approval procedures table 2. User documentation survey results summary 3. User documentation procedure reflection. |

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| **Assessment Task Submission Statement** | | | | | | |
| **Student Name:** | |  | | | **Student Id:** |  |
| **Assessment Task:** | | **2**  **Project** | | | | |
| First submission | | | Subsequent submission | | | |
| **Student Declaration:**  I certify that the attached assessment is my original work. No other person’s work has been used without due acknowledgment in the text of the document.  Except where reference is made in the text, this document contains no material presented elsewhere or extracted in whole or in part from a document presented by me for another qualification at this or another Institution.  I understand the nature of plagiarism to include the reproduction of someone else’s words, ideas or findings and presenting them as my own without proper acknowledgement. Further, I understand that there are many forms of plagiarism which include direct copying or paraphrasing from someone else’s published work (either electronic or hard copy) without acknowledging the source; using facts, information and ideas from a source without acknowledgement; producing assignments (required to be independent) in collaboration with and/or using the work of other people; and assisting another person to commit an act of plagiarism.  I understand that the work submitted may be reproduced and/or communicated by the institution or a third party authorised by the institution for the purpose of detecting plagiarism.  I understand that Sunraysia Institute of TAFE is required to retain evidence of all completed student assessment items for a period of 3 years for auditing purposes, after which time evidence will be securely destroyed. | | | | | | |
| **Student Signature:** |  | | | **Date of Submission: / /** | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Assessor Report** | **Assessor Name:** | | | |
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|  | | | | |
|  | | | | |
| **Assessment Outcome:** | | **SATISFACTORY** | | |
| **NOT SATISFACTORY** | Is resubmission required?Yes  No | |
| **Resubmission:** | | Competency development strategies discussed with student? | | |
|  | | Agreed due date for resubmission: / / | | |
| **Assessor Signature:** | |  | | **Date:**  / / |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Assessment Summary Report** | | | | | | | | | | |
| The Assessment Summary Report is to be completed and signed by the assessor after the completion of all assessments. If competency is not achieved by the student in the first instance, strategies to address competency requirements should be identified and a time for reassessment arranged. | | | | | | | | | | |
| **Student Name:** | |  | | | | | | | | |
| **Student Id:** | |  | | | | | | | | |
| **Unit Code & Title:** | | ICTICT309 Create ICT user documentation | | | | | | | | |
| **Course Code & Title:** | | ICT30120 Certificate III in Information Technology | | | | | | | | |
| **Assessment Tasks:** | | Assessment Task 1 | | | Satisfactory | | | | Not Satisfactory | |
| Assessment Task 2 | | | Satisfactory | | | | Not Satisfactory | |
| Other if required: | | | | | | | | |
| **Assessor Feedback:** | |  | | | | | | | | |
|  | | | | | | | | |
|  | | | | | | | | |
|  | | | | | | | | |
| **Assessment Result for this Unit of Competency:** | | **Student is deemed COMPETENT** | | | | | | | | |
| **Student is deemed NOT YET COMPETENT** | | | | | | | | |
| **Assessor Name:** | |  | | | | | | | | |
| **Assessor Signature:** | |  | | | | | | **Date:**  / / | | |
|  | | | | | | | | | | |
| **OFFICE USE ONLY** | | | | | | | | | | |
| Result entered in SMS: | | | | SMS end date reflects assessment date: | | | | | | |
| *Date received:* / / | | | *Date marked:* / / | | | | *Date returned:* / / | | | |
| ***Student’s post-assessment ACSF summary (Foundation Skills courses only)*** | | | | | | | | | | |
| ***Core Skills Level*** | ***Learning*** | | ***Reading*** | | ***Writing*** | ***Oral Communication*** | | | | ***Numeracy*** |
|  |  | |  | |  |  | | | |  |

CRICOS Provider Code: 01985A RTO Code: 4693

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