SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

TSC Category	Development and Implementation				
TSC Tile	User Testing and Usability Testing				
TSC Description	Conduct and manage user tests to validate the feasibility of design, evaluate its functionality and ease of use as part of a user-centred design process				
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			ICT-PMN-3022-1.1	ICT-PMN-4022-1.1	ICT-PMN-5022-1.1	
			Analyse users' desired needs to identify and design solutions. and conduct observation studies to uncover usability issues in the organisation's products	Oversee user testing activities to create design concepts and solutions, and develop test plans for the conduct of observation studies involving different levels of experienced users, to evaluate the organisation's products' ease of use	Establish user needs analysis frameworks to anticipate users' future needs and establish test metrics and goals for usability testing	
Knowledge			• Types of user testing and usability testing • Methods of user testing and usability testing • Instruments and tools for user testing and usability testing • Data gathering techniques • Principles of usability • Types of user responses • Techniques to interpret and analyse user feedback	• Differences between user testing and usability testing • Sampling techniques • Types of user testing and usability testing • Methods of user testing and usability testing • Instruments and tools for user testing and usability testing • Data gathering techniques • Principles of usability • Types of user responses • Techniques to interpret and analyse user feedback	• Differences between user testing and usability testing • Sampling techniques • User testing and usability testing processes • Procedures for designing experiments for hypotheses testing • Best practices and trends in user testing and usability testing • Innovative and creative methods of user testing and usability testing • Resource management • Stakeholder management	
Abilities			• Recruit participants of different profiles for user	• Determine appropriate processes and	• Guide user testing processes, by defining	

			testing and/or usability testing	techniques for user testing	the questions to be asked and answered	
			• Conduct pilot studies or test runs before the actual tests	• Develop overall test plans to frame the implementation of user and/or usability testing	• Formulate test metrics and goals for user testing and/or usability testing	
			• Gather inputs and feedback from various users on their needs and experiences	• Review the selection of users for user testing and/or usability testing	• Drive user testing and/or usability testing to enhance, and increase the likelihood of, sustainable usage of the organisation's products or services	
			• Conduct systematic observations under controlled conditions to determine users' needs and/or usability of product	• Develop tests to uncover unmet user needs in the market		
			• Conduct analyses to ascertain designs' usefulness and relevance to the intended users	• Visualise immediate user requirements and concerns, based on data patterns	• Lead the preparation of contingency plans during user testing and/or usability testing	
			• Create realistic situations wherein users perform tasks using the product being tested	• Analyse the combination of user testing and/or usability testing, together with qualitative testing, to understand users' motivations and perceptions for developing positive, new and relevant user experiences	• Anticipate user and/or usability issues and opportunities that may not be discovered during user testing and usability testing	
			• Gather inputs and feedback through observation and note taking		• Lead the development of new testing methods to yield more accurate outcomes for user testing and/or usability testing	
			• Identify issues and opportunities for user experience and product usability	• Collate evidences that suggest that users need the organisation's products and/or services	• Present and attain buy-in on the strategies and values for conducting user testing and/or usability testing	
			• Collaborate with designers to develop recommendations based on users' needs and usability testing results	• Communicate insights gathered from user testing and/or usability testing, and design recommendations for better user experiences		
			• Analyse the organisation's product or service against its peers or competitors, or	• Translate user tests into insights that can ensure products are easy to use		

			between two designs, to establish which products or services provide the best user experience • Organise and visualise test findings, leading to insights and design recommendations			
Range of Application					