

APPLICATION END-USER SUPPORT

ISCED UNIT CODE: 0611 451 08A

TVET CDACC UNIT CODE: ICT/CU/SD/CR/03/5/MA

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Offer Application End-User Support

Duration of Unit: 150 Hours

Unit Description

This unit covers the competencies required to offer Application End-user support. It involves developing application technical documents, performing application user training, gathering user feedback and performing application maintenance.

Summary of Learning Outcomes

Learning Outcomes	Duration (Hours)
1. To develop application technical documents	32
2. To perform application user training	42
3. To gather user feedback	33
4. To perform application maintenance	43
TOTAL	150

Learning Outcome	Content	Suggested Assessment Methods
1. Develop application technical documents	1.1 Identify types of application technical Documents 1.2 Prepare application technical documents 1.2.1 Contents / format & importance of each 1.2.2 Software requirement specification 1.2.3 Technical design documents 1.2.4 User interface design document 1.2.5 Database design document 1.2.6 Test plan and test case 1.2.7 Installation and deployment guide 1.2.8 User manual or user guide 1.2.9 API documentation 1.3 Validation of application technical documents	• Written tests • Practical Activities • Project work • Third Party report • Portfolio of Evidence
2. Perform application user training	2.1 Training needs assessment 2.1.1 Definition of TNA 2.1.2 Reasons for carrying out TNA 2.1.3 End User Training 2.1.4 Importance of end user training 2.1.5 User & customer training methods	• Practical Activities • Project work • Demonstration • Group Work • Role Plays • Observation • Third Party report • Portfolio of

	2.1.5.1 Classroom mode / face-to-face training 2.1.5.2 Automated online (virtual / Simulation) training 2.1.5.3 Self-paced learning modules 2.1.5.4 On-the-Job / On-Site training 2.2 Prepare end user training resources 2.2.1 Tutorials 2.2.2 Frequently asked questions 2.2.3 Demo videos 2.2.4 User manuals 2.2.5 Charts, Help windows, Videos 2.3 Prepare user training schedule 2.4 Practices when conducting user training	Evidence ● Written tests
3. Gather user feedback	3.1 Method of gathering user feedback 3.1.1 Surveys 3.1.2 Form builders 3.1.3 Questionnaires 3.1.4 Observation 3.2 Preparation of Data collection tools 3.2.1 Surveys 3.2.2 Form builders 3.2.3 Questionnaires 3.2.4 Observation 3.3 Collection of User Feedback 3.3.1 Surveys 3.3.2 Feedback forms	☐ Practical Activities ☐ Project work ☐ Demonstration ☐ Group Work ☐ Role Plays ☐ Observation ☐ Third Party report ☐ Portfolio of Evidence ☐ Written tests

	3.3.3 Social media monitoring 3.3.4 Beta tests 3.3.5 User analytics 3.4 Customer feedback analysis 3.4.1 What it is 3.4.2 Why it's important 3.4.3 Feedback analysis methods	
4. Perform application maintenance	4.1 Carrying out technical assistance 4.1.1 Customer relation practices 4.2 Monitoring & reporting on application Performance 4.3 Performing application optimization 4.4 Performing security Application updates 4.4.1 Security update 4.4.2 System updates 4.5 Perform routine system maintenance 4.6 Performing system updates	● Practical Activities ● Project work ● Demonstration ● Group Work ● Role Plays ● Observation ● Third Party report ● Portfolio of Evidence ● Written tests

Suggested Delivery Methods

- Instructor led facilitation using active learning strategies
- Demonstration by trainer
- Practical work by trainees
- Role plays
- Project work by trainees
- Group Work
- Group projects

Recommended Resources for 25 Trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommend ed Ratio (Item: Trainee)
A	Learning Materials			
1.	Internet connection	For each compute	1	1:1
2.	Flip charts	A1	1	1:25
3.	Textbooks	For reference	3	3:25
B	Learning Facilities & infrastructure			
4.	Computer Laboratory	To accommodate 25 Learners	1	1:25
5.	Theory Room	furnished with 25 Arm-chairs and a suitable trainer's table	1	1:25
C	Consumable materials			
6.	Printing papers	A4	2 Reams	1:12
7.	Toner / Ink bottles	For printers	2 pcs	1:12
8.	White board markers	Assorted colors	20	4:5
D	Tools and Equipment			
9.	Computers	Genuine Windows/Linux Genuine Microsoft office Software Google Workspace Account Antivirus Software Suitable IDE	25	1:1
10.	External storage media	HDD / SSD / Flash	1	1:25
11.	Printer	Working printer	2	1:12
12.	1 Smart-board / Smart TV / Projector (with screen)	Where available	1	1:25
13.	Whiteboard/Chalkboard	4 X 8 Feet	1	1:25

MODULE III

Unit Category	ISCED Unit Code	TVET CDACC UNIT CODE	Unit Name	Unit Duration (Hours)
BASIC	0413 441 01A	ICT/CU/SD/BC/01/5/MA	ENTREPRENEURIAL SKILLS	40
CORE	0612 451 09A	ICT/CU/SD/CR/04/5/MA	COMPUTERIZED DATABASE SYSTEMS	340
			TOTAL	380