

OFFER APPLICATION END-USER SUPPORT

ISCED UNIT CODE: 0611 451 08A

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

UNIT DESCRIPTION

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

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace functions	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements <i>(Bold and italicized terms are elaborated in the range)</i>
1. Develop application technical documents	1.1 <i>Application technical Documents</i> are identified as per system specifications. 1.2 Application technical documents are prepared as per system specifications. 1.3 Application technical documents are validated as per system specifications.
2. Perform application user training	2.1 Training needs assessment is carried out as per user requirements 2.2 <i>Training resources</i> are prepared as per training needs. 2.3 User training schedule is prepared as per user needs. 2.4 User training is conducted as per the user training schedule.

3. Gather user feedback	3.1 Method of gathering user feedback is identified as per user needs. 3.2 Data collection tools are prepared as per user needs. 3.3 User Feedback is collected as per workplace procedures. 3.4 Customer feedback is analysed as per work procedures.
4. Perform application maintenance	4.1 Technical assistance is carried out as per user requirements. 4.2 Performance is monitored as per user requirements. 4.3 Application optimization is performed as per user requirements. 4.4 Security update is performed as per user requirements. 4.5 Routine maintenance is performed as per workplace procedures. 4.6 System update is performed as per user requirements.

RANGE

This section provides a work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
1. Application technical Documents may include but not limited to:	• Software requirement specification • Technical design documents • User interface design document • Database design document • Test plan and test case • Installation and deployment guide • User manual or user guide • Api documentation

2. Training resources may include but not limited to:	• Tutorials • Frequently asked questions • Demo videos • User manuals
3. Method of gathering user feedback may include but not limited to:	• Surveys • Feedback forms • Social media monitoring • Beta tests • User analytics
4. Data collection tools may include but not limited to:	• Surveys • Form builders • Questionnaires • Observation

REQUIRED KNOWLEDGE AND SKILLS

This section describes the knowledge and skills required for this unit of competency.

Required knowledge

The individual needs to demonstrate knowledge of:

- Techniques of system analysis and design
- Program development techniques
- System testing debugging methods
- Techniques of system analysis and design
- Documentation processes
- Computer and devices settings
- Principles of management
- Cyber security threats and measures

Required skills

The individual needs to demonstrate the following skills:

- Communications (verbal and written);
- Proficient in ICT;

- Time management;
- Problem solving
- Planning;
- Interpersonal skills
- Decision making;
- Report writing;

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Prepared application technical documents as per system specifications. 1.2 Carried out training needs assessment as per user requirements. 1.3 Conducted user training as per the user training schedule. 1.4 Prepared data collection tools as per user needs. 1.5 Collected user feedback as per workplace procedures. 1.6 Carried technical assistance out as per user requirements. 1.7 Performed routine maintenance as per workplace procedures.
2. Resource implications	The following resources should be provided: 2.1 Appropriately simulated environment where assessment can take place. 2.2 Access to relevant work environments where assessment can take place. 2.3 Resources relevant to the proposed activities or task.
3. Methods of assessment	Competency in this unit may be assessed through: 3.1 Observation 3.2 Oral assessment 3.3 Portfolio of evidence 3.4 Interviews 3.5 Third party reports 3.6 Written assessment 3.7 Practical assessment 3.8 Projects

4. Context of assessment	Competency may be assessed: 4.1 On-the-job 4.2 In a simulated work environment
5. Guidance information for assessment	5.1 Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.