

Create User Documentation

ICAD3218B



Ref No: DDICAD18B

Elements of Competency

Determine documentation standards and requirements

- 1.1 Determine *documentation* requirements
- 1.2 Investigate *documentation* and industry *standards* for requirements and determine appropriate application to *user documentation*
- 1.3 Design *documentation* templates using appropriate *software* and obtain approval from *appropriate person*

Produce user documentation

- 2.1 Conduct a review of the subject system, program, network or application in order to understand its functionality
- 2.2 Gather existing technical, design or user specifications and supporting *documentation*
- 2.3 Create *user documentation* based on template to record the operation of the subject system, program, network or application

Review and obtain sign-off

- 3.1 Submit *user documentation* to target audience for review
- 3.2 Gather and analyse feedback
- 3.3 Make changes to *user documentation*
- 3.4 Submit *user documentation* to appropriate person for approval

Number of Pages

68

Audience

This manual is aimed at people who are studying the Certificate III in Information & Communications Technology ICA30105. It covers the core unit of ICAD3218B Create User Documentation (Word 2007). This manual is a learning resource and is not an assessment tool. An Assessment Tool & Marking Guide is available for this manual separately.

Prerequisites & Corequisites

A sound Introductory knowledge of Microsoft Word is necessary

Course Length

In a training environment this manual is suitable for approximately 20 hours.

Course Structure

The course contains instructor lead exercises as well as examples completed at the students' own pace.

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User Documentation

Documentation Standards

Corporate Branding

Layout

Formatting

Ease of use

Basic Web Design

Exercise 1

Instructional Design Principles

Analyse

Document Purpose

System/Software

Industry Standards

Target Audience

Current Tools

Exercise 2

Design

Style Guides

Design checklist

Exercise 3

Review

Who to Review?

The Review Process

Post Review

Signoff

Exercise 4

Implement

Publication

User Advice

Document Maintenance

Exercise 5

Templates

Creating a Template

Creating the First Heading

Styles

Style Characteristics

Style Gallery

Creating New Styles

Paragraph Formats

What is a Paragraph?

Formatting Paragraphs

Saving the New Style

Viewing the New Style

Modifying Styles

Reveal Style Formatting

Headers and Footers

Typing a Header

Header Icons

Typing a Footer

Page Numbering

Using Fields in the Footer

Total Number of Pages

Inserting the Filename

Saving the Template

Using the Template

Exercise 6

Exercise 7