ICTICT435

Create technical documentation

Assessment 1 of 3

Short Answer Questions

Assessor Guide

Assessment Instructions

Task Overview

This assessment task is divided into seven (7) short answer questions. Read each question carefully before typing your response in the space provided.

Important: Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

Additional Resources and Supporting Documents

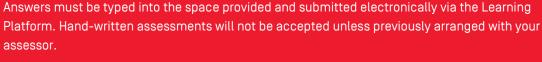To complete this assessment, you will need:

− Learning Material

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

− the processes for conducting the assessment (e.g. allowing additional time)
− the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Please consider the environment before printing this assessment.

Question 1

In the table below, explain the key aspects of technical documentation structure.

Assessor instructions: Students must explain the key aspects of technical documentation structure in the table below.

The acceptable responses must:
- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

Key Aspect	Description [Approximate word count: 30 – 50 words per description]
Flow of Information	Describes the logical sequence in which the information is presented. Information should flow in a manner that follows the user's understanding and operational needs, typically from general to specific or from setup to troubleshooting.
Style	Refers to the consistency in how information is presented. This includes the use of headings, fonts, colour schemes, and layout. Style should be consistent and reflect the branding guidelines of the organisation or the standards of the industry.
Tone	The tone in technical documentation should be professional, clear, and neutral. It should be free of jargon unless it is industry-specific and known to the intended audience. The tone should also be inclusive and accessible to all users.
Content Format	Involves the arrangement of text, images, charts, and other multimedia elements. Content should be formatted to highlight important information and to make the document easy to scan, such as using bullet points for lists, bold text for key terms, and clear labels for figures and tables.

Question 2

In the table below, list and explain four (4) technical documentation content features.

Assessor instructions: Students must list and explain four (4) technical documentation content features in the table below.

The acceptable responses must:
- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

Content Feature	Explanation [Approximate word count: 10 – 20 words per description]
1.	

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2.	
3.	
4.	

Students' responses can include any of the following six (6):

1. **Clarity:** The information provided must be clear and straightforward to avoid any ambiguity or misunderstanding.
2. **Accuracy:** All technical details, instructions, and descriptions must be accurate to ensure the safe and correct use of the product.
3. **Comprehensiveness:** The documentation should cover all necessary aspects of the product or process, providing a complete guide to the user.
4. **Accessibility:** Content should be organised and presented in a way that is easy for users to find the information they need.
5. **Relevance:** Information should be pertinent to the user's tasks and not overloaded with unnecessary details.
6. **Visual Aids:** Diagrams, screenshots, and other visual elements should be used to complement the text, helping to explain and clarify the technical information.

Question 3

Explain the documentation publication and distribution procedures provided in the table below.

Assessor instructions: Students must explain the documentation publication and distribution procedures in the table below.

The acceptable responses must:
- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

Procedures	Explanation [Approximate word count: 30 – 60 words per description]
Review and Approval	o Before publication, the document must undergo a thorough review process to ensure it meets all quality and compliance standards. This often involves multiple rounds of revisions based on feedback from subject matter experts and stakeholders. o Once the document is finalised, it requires formal approval from designated authorities within the organisation.
Formatting for Publication	

	- The document is formatted according to the publishing standards, which could include print, PDF, online help systems, or web-based formats. - Ensure the document is responsive and accessible on various devices and platforms, especially for web-based documentation.
Distribution Planning	- Determine the distribution channels appropriate for the documentation. This could include physical copies, downloads from a website, email distributions, or integrated help within the software. - Plan for scalability and access, ensuring that all users, regardless of location or device preference, can access the documentation easily.
Release Management	- Coordinate the release of the documentation with product launches or updates to ensure that users have access to the latest information. - Manage versions and updates to documentation, keeping historical versions accessible if needed for legacy users.
Feedback Mechanisms	- Implement methods for gathering user feedback on the documentation to identify areas for improvement. - Regularly update the documentation based on user feedback and changes in the product or process.
Archiving and Maintenance	- Establish procedures for archiving outdated documents while ensuring compliance with legal and regulatory requirements for document retention. - Schedule regular reviews and updates to the documentation to maintain its relevance and accuracy over time.

Question 4

In the table below, list and explain:

- Three (3) principles of document design

- Three (3) principles of web design
- Three (3) principles of usability

applicable to creating technical documentation.

Principles of Document Design	
Principle	Explanation [Approximate word count: 20 – 50 words per description]
1.	
2.	
3.	

Principles of Document Design	
Principle	Explanation [Approximate word count: 20 – 50 words per description]
1.	
2.	
3.	

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3. **Interactivity:** Incorporate interactive elements where appropriate, such as expandable sections, tooltips, or embedded videos, to enhance understanding and engagement.
4. **Load Time:** Optimize images and other resources to ensure that the documentation loads quickly, improving the user experience.
5. **SEO Best Practices:** Use search engine optimisation techniques to improve the visibility of online documentation. This includes using keywords, descriptive titles, and meta tags.

Principles of Usability	
Principle	Explanation [Approximate word count: 20 – 50 words per description]
1.	
2.	
3.	

Students' responses can include any of the following:

1. **User-Centric Design:** Focus on the needs and expectations of the user when designing documentation. This involves understanding the user's tasks, the environment in which they will use the documentation and their level of technical expertise.
2. **Feedback and Testing:** Regularly collect user feedback and conduct usability testing to identify areas for improvement. Make adjustments based on real user experiences.
3. **Error Management:** Provide clear, helpful instructions for correcting errors. Documentation should include troubleshooting sections or FAQs to assist users in resolving common issues.
4. **Task Orientation:** Organise content in a way that aligns with the user's tasks. Structure the documentation to reflect the workflow of the user, not the structure of the organisation.
5. **Visual Aids:** Use diagrams, screenshots, and videos to illustrate complex points and provide visual examples that complement the written content.

Question 5

In the tables below, explain the functions and features of templates and style guides.

Assessor instructions: Students must explain the functions and features of templates and style guides.

Students are likely to use wording different from the sample answer provided. However, the acceptable responses must:
- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

Templates	
Functions	Explanation [Approximate word count: 20 – 50 words per description]
Consistency	Templates enforce a uniform structure and appearance across all documents within an organisation. This consistency is crucial for maintaining professionalism and brand identity.
Efficiency	

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	Templates can include pre-set fields that prompt the writer to include all necessary information, reducing the likelihood of omissions.
Accuracy	Templates can include pre-set fields that prompt the writer to include all necessary information, reducing the likelihood of omissions.
Scalability	Templates make it easier to scale document production across a large organisation, ensuring that everyone adheres to the same standards regardless of the volume of content created.
Training Tool	They serve as an educational resource for new staff, showing them how to format and structure their work appropriately without extensive training.
Features	Explanation [Approximate word count: 20 – 50 words per description]
Header and Footer	Predefined spaces for placing document titles, page numbers, dates, and other essential details that need to appear on every page.
Standardised Fonts and Colours	Specifications for fonts, sizes, and colours that align with the organisation's branding guidelines.
Placeholder Text	Sample text or instructions that guide the content creator on what information goes where within the document.
Automated Features	Such as table of contents or index generation, which can automatically update based on the document's content.
Layout Options	Preset layouts for different types of documents (e.g., reports, manuals, briefs) that include appropriate spacing, margins, and alignment of text and graphical elements.

Style Guides	
Functions	Explanation [Approximate word count: 20 – 50 words per description]
Standardisation	A style guide provides detailed directions on the tone, style, and linguistic conventions to be used in documents. This ensures that all communication is consistent with the organisation's cultural and professional standards.
Clarity and Cohesion:	Style guides help maintain clarity and cohesion across various types of documents and media, ensuring that all communication is understandable and aligned.
Branding Consistency	

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Features	Explanation [Approximate word count: 20 – 50 words per description]
	They ensure that all written material upholds the organisation's branding, helping to reinforce the organisational identity in every piece of communication.
Writing Style	Instructions on voice, tone, and the level of formality required, whether conversational, professional, or technical.
Grammar and Syntax Rules	Specific guidelines on grammar, punctuation, and sentence structure to be used in documents.
Terminology	Definitions and usage instructions for industry-specific terms or company-specific jargon to ensure correct and consistent use.
Formatting Rules	Guidelines on how to format different elements such as headings, lists, tables, and figures.
Citation Standards	Directions for referencing external sources, which are critical for ensuring credibility and avoiding plagiarism.

Question 6

List and explain five (5) instructional design principles applicable to creating technical documentation.

Assessor instructions: Students must list and explain five (5) instructional design principles applicable to creating technical documentation in the table below.

Students are likely to use wording different from the sample answer provided. However, the acceptable responses must:
- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

Instructional Design Principle	Explanation [Approximate word count: 20 – 60 words per description]
1.	
2.	
3.	

4.	
5.	

Students' responses can include any of the following:

1. Know Your Audience: Understanding the audience is fundamental in instructional design. For technical documentation, this means knowing the technical background, roles, and needs of the users. Documentation should be tailored to match the users' expertise level, whether they are novices or advanced users, and should address their specific use cases and challenges.

2. Set Clear Objectives: Each piece of technical documentation should have clear objectives. What should the user be able to do after reading the document? Setting objectives helps guide the content creation process, ensuring that the documentation addresses specific user needs and does not stray into irrelevant details.

3. Organise Information Logically: Organise content in a logical flow that builds from basic to more complex information, mirroring the natural learning progression. This might involve structuring documentation so that it starts with an overview, followed by detailed instructions, and ending with troubleshooting or advanced topics. This logical progression helps prevent cognitive overload and makes the material more digestible.

4. Use Consistent Formatting and Design: Consistency in formatting helps reinforce learning by making information easier to find and follow. Use consistent headers, fonts, colours, and layouts throughout the documentation. Consistent use of visual elements, like icons for tips, warnings, or important notes, also helps in reinforcing the information.

5. Incorporate Active Learning Techniques: Active learning techniques, such as interactive simulations, quizzes, or tasks that require the user to apply what they've learned, can be very effective. In digital documentation, linking to interactive modules or incorporating embedded practice exercises can enhance engagement and retention.

6. Simplify Language and Visuals: Use simple, direct language and avoid jargon unless it is standard in the industry and understood by the audience. Visual aids like diagrams, flowcharts, and screenshots should be used to clarify complex information, not complicate it. Ensure that visuals are high quality and directly relevant to the accompanying text.

7. Provide Examples and Use Cases: Examples and real-life scenarios help to contextualise the information, making it easier for users to understand how to apply the instructions in their own situations. Including common scenarios encountered by users can also pre-empt questions and reduce confusion.

8. Assess and Revise Based on Feedback: Feedback is invaluable in instructional design. Collect user feedback on the usability and clarity that the technical documentation provides. Regularly update the documentation based on this feedback to improve clarity and effectiveness.

9. Ensure Accessibility: Make sure that all users, regardless of disability, can access and benefit from the documentation. This includes adhering to accessibility standards such as using alt text for images, ensuring colour contrast is sufficient, and providing captions for videos.

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Question 7

In the table below, list and explain:

- Three [3] organisational policies
- Three [3] organisational procedures
- Three [3 organisational standards

that cover document design.

Assessor instructions: Students must explain three [3] organisational policies, procedures and standards that cover document design.

Students are likely to use wording different from the sample answer provided. However, the acceptable responses must:
- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

Organisational Policies	
Policy	**Explanation** [Approximate word count: 20 – 50 words per description]
1.	
2.	
3.	

Students' responses can include any of the following:

1. **Document Design and Branding Policy:** This policy mandates the use of specific fonts, colours, logos, and other branding elements to ensure all documents reflect the organisation's brand identity consistently.
2. **Accessibility Policy:** Requires that all documents are accessible to individuals with disabilities, adhering to standards such as the Americans with Disabilities Act [ADA] or Web Content Accessibility Guidelines [WCAG]. This includes providing alternative text for images and using accessible font sizes and colours.
3. **Confidentiality and Data Protection Policy:** Governs the handling of sensitive information in documents to comply with laws like GDPR or HIPAA. It stipulates how to properly label, store, and share documents containing confidential data.
4. **Document Lifecycle Policy:** Defines the stages of a document's life from creation, review, publication, and use to archiving or disposal. This policy helps manage documents systematically to ensure they remain current and are disposed of securely when no longer needed.

Organisational Procedures	
Procedure	**Explanation** [Approximate word count: 20 – 50 words per description]
1.	
2.	
3.	

Students' responses can include any of the following:

1. **Document Approval Procedure:** Outlines the steps for reviewing and approving documents, including who is responsible for each stage of approval. This ensures the accuracy and appropriateness of content before distribution.
2. **Version Control Procedure:** Details how versions are managed to avoid confusion over document revisions. It includes how to number versions, who can authorise changes, and how previous versions are archived.
3. **Document Distribution Procedure:** Specifies how documents are to be distributed within and outside the organisation. It may detail the use of email, physical copies, or digital platforms and ensures documents reach their intended audience securely.
4. **Feedback and Updates Procedure:** Describes the process for receiving and incorporating feedback on documents. It ensures documents are continually improved and stay relevant by outlining how revisions are handled and who is responsible for updates.

Organisational Standards	
Standard	**Explanation** [Approximate word count: 20 – 50 words per description]
1.	
2.	
3.	

Students' responses can include any of the following:

1. **Quality Assurance Standards for Documents:** Ensure all documents meet a high-quality threshold before publication. This includes standards for clarity, grammar, punctuation, and overall presentation.
2. **Security Standards for Document Design:** Stipulate measures to secure documents, especially those containing sensitive information. This could include encryption of digital files and secure access protocols.
3. **Environmental Standards for Printing:** Apply if documents are to be printed, emphasising the use of sustainable materials and practices. These standards may recommend recycled paper, eco-friendly inks, and minimising unnecessary printing.
4. **Compliance Standards for Regulatory Documents:** Ensure all documents comply with relevant industry and legal standards. This is crucial for documents that must meet specific regulatory requirements, such as financial reports or health and safety manuals.
5. **Usability Standards:** Focus on making documents easy to use and navigate. This includes logical organisation of information, use of headers, footers, and table of contents, and ensuring that documents are formatted to be user-friendly across different devices and platforms.

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Assessment submission checklist

Students must have completed all questions within this assessment before submitting. This includes:

1	Seven (7) short answer questions completed in the spaces provided.	☐