



ICTICT435

Create technical documentation

Assessment 2 of 3

Case Study and Role Play

Assessor Guide



Assessment Instructions

Task Overview

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
- ICTICT435_02_Policy and Procedures for Publication and Distribution
- ICTICT435_02_Style Guide
- ICTICT435_02_Industry Standards for Technical Documentation at Bounce Fitness
- ICTICT435_02_Standard Operating Procedures (SOP) Manual
- ICTICT435_02_Technical Documentation Creation Procedures
- ICTICT435_02_Report
- ICTICT435_02_Copyright Statement

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.

Case Study

Bounce Fitness is a well-established chain of fitness centres that focuses on providing exceptional service and maintaining excellent operational standards. To efficiently manage its day-to-day operations, Bounce Fitness utilises various digital tools that are accessible and easy to adopt across all its locations.

Project Overview: Recognising the need to streamline operations and improve record-keeping, Bounce Fitness has decided to utilise Google Sheets for tracking class attendance and maintaining a regular equipment service log. Google Sheets is a widely accessible, free tool that allows for collaborative real-time updates, making it ideal for Bounce Fitness's needs.

Role Assignment: You are taking on the role of Technical Documentation Specialist for Bounce Fitness. Your task is to develop a comprehensive training manual that guides staff on how to use Google Sheets for effectively:

- Recording and analysing class attendance.
- Scheduling and logging equipment maintenance.

Technical Documentation Tasks:

- **Training Manual for Google Sheets:** Create a detailed manual that covers the basics of Google Sheets, including how to:
 - enter data,
 - use formulas for totals and averages,
 - create charts for attendance trends,
 - and set up monthly maintenance schedules.

For the purpose of this assessment, Bounce Fitness is located in your State/Territory.

Task 1

As a Technical Documentation Specialist, you must develop a comprehensive training manual that guides staff on how to use Google Sheets effectively.

To complete this task, you must:

- Identify and evaluate technical documentation requirements. To do so, you will need to read the case study above and access and review the following:
 - **ICTICT435_02_Technical Documentation Creation Procedures**
 - **ICTICT435_02_Style Guide**
- Investigate and determine industry standards for technical documentation requirements by accessing:
 - **ICTICT435_02_Industry Standards for Technical Documentation at Bounce Fitness**
- Review Section 3: Compliance with Laws and Regulations of **ICTICT435_02_Standard Operating Procedures (SOP) Manual** to ensure you comply with implications of legal and regulatory responsibilities applicable to your own work and general legal principles applicable across work contexts
- Define and document the scope of work to be produced by creating a template to use for the development of your technical documentation, the Training Manual for Google Sheets. Develop the structure of technical documentation by developing the template using MS WORD.
- The template should include predefined sections, headings, and formatting guidelines that align with the structure and content requirements as described in the case study.

- Additionally, you need a specialised style guide for technical documentation that compliments the general style guide. This specialised guide should address formatting standards for at least one (1) of the following:
 - technical diagrams
 - charts and visual representations
 - data formats
 - tables,
 - Technical terminology usage,
 - writing style and tone for a technical audience

and ensuring compliance with any industry-specific or regulatory requirements. This Specialised Style Guide needs to be included at the end of your document in a separate section.

- Your template must comply with the **ICTICT435_02_Style Guide** and the **ICTICT435_02_Industry Standards for Technical Documentation at Bounce Fitness**

f. Save and submit your template using the following naming convention:

<Student Name>_Template 1_Draft

Assessor instructions: Students must create a template following the instructions provided.

The acceptable responses must reflect the characteristics described in the **ICTICT435_02_Template 1 - Assessor Guide**.

Task 2

To complete this task, you must:

- a. Meet with the CEO to:
 - Validate and confirm the scope of work
 - Validate the structure of technical documentation

During the meeting:

- Present all aspects of your template and explain what will be included in each section
- Explain that you included all the technical documentation information requirements
- Confirm the understanding of the requirements
- Seek feedback and update your template (if needed)
- Communicate the information from the template to the CEO using appropriate language.

- b. After the meeting, you will need to save it and submit it using the following naming convention:

<Student Name>_Template 1_Final

Assessor instructions: Students must participate in a role-play to discuss and finalise their project plan, including the risk management process as explained in the plan.

Role play instructions

The meeting must include at least one (1) participant, must not exceed 20 minutes in duration and must address all requirements listed under Key Observation Criteria.

Key Observation Criteria

During the role-play, you will need to:

1. Present all aspects of your template and explain what will be included in each section
2. Explain that you included all the technical documentation information requirements
3. Confirm the understanding of the requirements
4. Seek feedback and update your template (if needed)
5. Communicate the information from the template to the CEO using appropriate language

Participant information

During the role play, you will demonstrate your skills in interacting with at least one other person. Participants in your role play may be:

1. friends or family members; or
2. Fellow student/s who will play the role of a team member.

Option 1: Friend/s or family member/s

Should you complete this task with friends or family members, you must fully brief each participant, providing them with the context of the role play, a role outline to play and the 'Key Observation Criteria' so that they can prepare for the recording.

Each friend or family member participant will need to state their name and the role they are playing at the start of the recording to provide their consent.

Option 2: Fellow student/s participant

Please contact your fellow student/s via the Discussion Forum and coordinate your role-play with them directly.

Fellow student/s participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity with the 'Key Observation Criteria' so that they can prepare for the recording.

Student/s will need to state their name and the role they are playing at the meeting at the start of the recording to provide consent.

Participants' briefing instructions:

Initial Interaction

1. As the student initiates the meeting, respond to the greeting and express your readiness to engage in the discussion.
2. Acknowledge the student's introduction and convey your interest in participating in the discussion.

Discussion

3. Listen attentively and provide your input as the student:

Feedback

4. Provide your input, suggestions and feedback on the discussion points based on your expertise and perspectives.
5. Provide valuable insights and feedback, sharing your thoughts and recommendations to enhance the effectiveness of the proposed plans.

Confirmation

6. Summarise and seek clarification on any aspects of the discussion that are unclear, asking questions to ensure a thorough understanding.
7. Respond to questions posed by the student, confirming understanding and alignment with the objectives of the evaluation.

Closing

8. Express appreciation for the opportunity to contribute and collaborate in ensuring effective policy implementation and risk management.

Recording instructions

Your role play must be recorded with all participants captured in a virtual room using a system such as Zoom, Skype or Teams.

Consent to participate in the recording must be captured for all participants at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, with all participants replying with their name and job title to inform consent.

"This session/presentation is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participant/s in this session indicate their consent to be included in this recording by stating their name and job title."

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Include this recording as part of your assessment submission.

Assessor instructions:

Use the following Observation Checklist to record your observations. Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.

Observation Checklist

[to be completed by the Assessor]

Use this checklist while reviewing the recorded role play:

Did the student:

- Present all aspects of your template and explain what will be included in each section
- Assessor Instructions:**
- The student must present all the sections included in their template.

Satisfactory/Not Yet Satisfactory

Satisfactory
 Not Yet Satisfactory

<ul style="list-style-type: none"> ○ These sections must correspond to the sections requested to be covered in Task 1. 	
<ul style="list-style-type: none"> ● Explain that you included all the technical documentation information requirements. Assessor Instructions: <ul style="list-style-type: none"> ○ Students must discuss the requirements for the technical documentation in the case study as well as the information gathered from the ICTICT435_02_Style Guide and the ICTICT435_02_Industry Standards for Technical Documentation at Bounce Fitness 	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<ul style="list-style-type: none"> ● Confirm the understanding of the requirements Assessor Instructions: <ul style="list-style-type: none"> ○ The student needs to ask and confirm the understanding of the requirements clearly. 	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<ul style="list-style-type: none"> ● Seek feedback and update your template (if needed) Assessor Instructions: <ul style="list-style-type: none"> ○ The student asks questions to seek feedback. ○ For example, the student asks, 'What do you think about the risk management process?' and then reiterates the information provided. 	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<ul style="list-style-type: none"> ● Communicate the information from the template to the CEO using appropriate language. Assessor Instructions: <ul style="list-style-type: none"> ○ The student relays all information using plain English. ○ The student explains complex terms the first time they are used during the meeting. ○ The student uses synonyms to simplify a discussion on a complex topic. ○ The student uses appropriate non-verbal language as they discuss, including Establishing and maintaining eye contact and using hand or arm gestures to emphasise discussion points or related ideas. 	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory

Task 3

Now, you will need to create the **Google Sheets Training Manual**.

To complete this task, you must:

- Use and fill out the template you created in Task 1.

- b. Assess Google Sheets functionality and investigate how it can be used to record and analyse class attendance and schedule and log equipment maintenance. More specifically, you will need to provide an overview of the system that will be used and its software and hardware requirements.
- c. Then you will need to describe the procedures on how to:
 - o enter data,
 - o use formulas for totals and averages,
 - o create charts for attendance trends,
 - o and set up monthly maintenance schedules.

You will document this in the template you created.

- d. Extract content that meets information requirements according to copyright restrictions
 - o Access and read the restrictions: **ICTICT435_02_Copyright Statement**
- e. Write the Google Sheets Training Manual based on the template, specialised style guide and scope of work using the information gathered.
- f. Apply content format and style according to documentation standards and templates.
- g. Remove the Specialised Style Guide Section after you apply it.
- h. Ensure that your Google Sheets Training Manual does not exceed 3 pages in length.
- i. Save and submit your template using the following naming convention:
<Student Name>_ Google Sheets Training Manual_Draft

Assessor instructions: Students must create a Google Sheets Training Manual following the instructions provided.

The acceptable responses must:

Reflect the characteristics described in the ICTICT435_02_Google Sheets Training Manual - Assessor Guide.

Task 4

The CEO requested you to send an email to the Administration Team, submit the Google Sheets Training Manual_Draft and ask for their feedback. The administration team is the one responsible for creating and reviewing all the administrative documents, so their feedback is invaluable.

In your email, ensure you:

- Explain the purpose of the email
- Attach the **Google Sheets Training Manual_Draft** you prepared and write a short description of what it includes
- Seek their feedback

[Approximate word count 50 – 100 words]

Assessor instructions: Students must send an email using the template below.

The acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

The benchmark answer is provided below.

Email Template

To:	<<Add name(s) and position title of main email recipients here>> <i>Administration Team</i>
From:	<<Add your name and position title here>> <i>Student Name, Technical Documentation Specialist</i>
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>> <i>15.04.23, 11:30 a.m.</i>
Subject:	<<Add the subject of the email here>> <i>Google Sheets Training Manual_Draft</i>
Attachments:	<<Add the name of any attachments here>> <i>Google Sheets Training Manual_Draft.docx</i>

Dear <<Add email recipient(s) name here>>,

<<Add message here>>

Dear Administration Team.

I hope this email finds you well. I am writing to submit the Google Sheets Training Manual_Draft. This document covers the basics of Google Sheets, including how to:

- enter data,*
- use formulas for totals and averages,*
- create charts for attendance trends,*
- and set up monthly maintenance schedules.*

Please find the attached Google Sheets Training Manual_Draft for your review. Your feedback is essential for us to move forward with the finalisation and publication phases.

Regards,

Student Name

Regards,

<<Add your name here>>

<<Add your job position here>>

Case Study

The Administration team responded promptly to your email. Read the 2 emails with the feedback received below:

Email 1

Dear Technical Documentation Specialist,

Thank you for sending the Google Sheets Training Manual_Draft. I had a chance to review it, and I think it is a very well-written document. I noticed you followed the style guide appropriately, and you applied styles and formats as necessary. The content is also very explicit, and I think it will be very helpful for the staff on how to use Google Sheets to record and analyse class attendance effectively and to schedule and log equipment maintenance.

I suggest you perform a final grammar and spelling check before you move on to finalising the document for publication.

Kind regards,

George

Email 2

Dear Technical Documentation Specialist,

I reviewed Google Sheets Training Manual_Draft. I think the document covers all the aspects required to assist staff in relation to attendance and equipment maintenance.

However, I think it will be beneficial to see if you can add more images or visual examples to help staff further understand and implementation of the manual.

Thank you for sending the document across.

Kind regards,

Gerry

For the purpose of this assessment, Bounce Fitness is located in your State/Territory.

Task 5

Based on the two [2] emails you received, you will need to :

- a. Access your Google Sheets Training Manual_Draft
- b. Analyse feedback and implement required changes and improvements to Google Sheets Training Manual_Draft. You must include at least one(1) visual example (image, graph, chart, infographic, etc.) in your Google Sheets Training Manual_Draft

- c. Review and edit technical documentation and confirm technical and grammatical accuracy:
- You must use MS Word Editor and ensure your documentation has an Editor Score of 100%.
 - You should confirm technical accuracy by checking that all the steps described in your manual represent every process accurately by performing them.
- d. Save and submit your template using the following naming convention:
<Student Name>_ Google Sheets Training Manual_For Approval

Assessor instructions: Students must review and edit their Google Sheets Training Manual following the instructions provided.

The acceptable responses must:

- Have no grammar or spelling errors.
- Have one (1) additional visual example [image, graph, chart, infographic, etc.]
- All the steps described for every process explained are correct.

Task 6

Send an email to the CEO and the Administration Team to confirm Google Sheets Training Manual_For Approval meets the requirements and scope of work and receive final sign-off and approval to prepare publication

In your email, ensure you:

- Explain the purpose of the email and state that you made all the necessary changes based on the feedback received.
- Attach the **Google Sheets Training Manual_For Approval**
- Seek their confirmation, final sign-off and approval for publication.

[Approximate word count 50 – 100 words]

Assessor instructions: Students must send an email using the template below.

The acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

The benchmark answer is provided below.

Email Template

To:	<<Add name(s) and position title of main email recipients here>> CEO and Administration Team
From:	<<Add your name and position title here>> Student Name, Technical Documentation Specialist
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>> 15.04.23, 11:30 a.m.
Subject:	<<Add the subject of the email here>> Google Sheets Training Manual_For Approval
Attachments:	<<Add the name of any attachments here>> Google Sheets Training Manual_For Approval.docx

Dear <<Add email recipient(s) name here>>,

<<Add message here>>

Dear CEO and Administration Team.

I hope this email finds you well. I am writing to submit the Google Sheets Training Manual_For Approval. I took into consideration all your suggestions and made all the necessary changes.

Please find the attached Google Sheets Training Manual_For Approval for your review. I would like to request confirmation that the completed technical documentation meets the requirements and scope of work and, if so, your final sign-off and approval for publication.

Regards,

Student Name

Regards,

<<Add your name here>>

<<Add your job position here>>

Task 7

- a. Access and read the **ICTICT435_02_Policy and Procedures for Publication and Distribution**
- b. Access and update your **Google Sheets Training Manual_Approved** according to the **ICTICT435_02_Policy and Procedures for Publication and Distribution**.
- c. Save and submit your template using the following naming convention:
<Student Name>_ Google Sheets Training Manual_For Publication

Assessor instructions: Students must review and edit their Google Sheets Training Manual following the instructions provided.

The acceptable responses must follow the Header and Footer configuration as described in section 1 of the policy: Preparation for Publication. More specifically:

Header Configuration:

- Each document must include the Bounce Fitness logo centred at the top of the header.
- Headers should also include the document title and the version number on the right side, aligned with the logo.

Footer Configuration:

- Footers must include the page number centred at the bottom.
- The left side of the footer should include the text "Confidential" to indicate the document's sensitivity.
- The right side of the footer should state "Bounce Fitness" followed by the current year, e.g., "Bounce Fitness 2024".

Case Study

Feedback on Google Sheets Manual

The feedback from the staff at Bounce Fitness regarding the Google Sheets Training Manual has been predominantly positive, with a few constructive suggestions for improvement. Staff members particularly valued the clear and detailed instructions provided in sections like "Entering Data" and "Using Formulas for Totals and Averages," which many found essential for their daily operations. The "Creating Charts for Attendance Trends" section was also highlighted as especially helpful for visualizing complex data, enhancing their ability to monitor and report on gym attendance effectively.

However, some staff mentioned that while the "Setting Up Monthly Maintenance Schedules" section was informative, it could benefit from additional examples specific to different types of gym equipment. A few users suggested that this section could be expanded to include more detailed scenarios and perhaps some troubleshooting tips for common scheduling conflicts or errors.

Overall, while the feedback was largely positive, acknowledging the manual's practical utility, there were helpful insights offered that could make the manual even more comprehensive and user-friendly.

Task 8

The CEO asked you to complete a report as part of the finalisation of the technical documentation production

- a. You will need to access and review the following documents:
 - ICTICT435_02_Policy and Procedures for Publication and Distribution
 - ICTICT435_02_Style Guide
 - ICTICT435_02_Industry Standards for Technical Documentation at Bounce Fitness
 - ICTICT435_02_Standard Operating Procedures (SOP) Manual
 - ICTICT435_02_Technical Documentation Creation Procedures
- b. Access to complete the template ICTICT435_02_Report.
 - Complete the Technical Documentation Creation Checklist and write your comments to confirm whether all technical documentation and approval procedures have been performed as listed in the checklist
 - Review and assess the impact of technical documentation creation based on the feedback received from the staff.
 - Evaluate and report on technical documentation creation procedures that you had to follow
- c. Save and submit your template using the following naming convention:
<Student Name>_ Final Report

Assessor instructions: Students must complete the Final Report following the instructions provided.

The acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers, as well as instructions for the assessor, are provided in the **ICTPMG411_02_Final Report - Assessor Guide**.

Assessment submission checklist

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

1	Task 1: Template Draft	<input type="checkbox"/>
2	Task 2: - Role Play - Template Final	<input type="checkbox"/> <input type="checkbox"/>
3	Task 3: Google Sheets Training Manual_Draft	<input type="checkbox"/>
4	Task 4: Email	<input type="checkbox"/>
5	Task 5: Google Sheets Training Manual_For Approval	<input type="checkbox"/>
6	Task 6: Email	<input type="checkbox"/>
7	Task 7: Google Sheets Training Manual_For Publication	<input type="checkbox"/>
8	Task 8: Final Report	<input type="checkbox"/>

Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:	<input type="checkbox"/> S	<input type="checkbox"/> NYS
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Congratulations, you have reached the end of Assessment 2!

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