

## Assessor Instructions:

The students will need to:

- a. Create a template to use for the development of your technical documentation the Zoom Setup and Class Recording Guide. Their template must include the following sections:
  - Introduction
  - Installing Zoom
  - Setting Up a Class
  - Starting a Class
  - Recording Sessions
  - Post-Class Actions
  - Appendix
  - Feedback and Contact Information
- b. At the end of their document, they will need to create a specialised style guide as a separate section that will address formatting standards for technical diagrams, code snippets, and tables, provide guidelines for technical terminology usage, clarify the preferred writing style and tone for technical audiences, and ensure compliance with any industry-specific or regulatory requirements. Example of what should be included:

### Charts and Visualizations

- **Chart Types:**
    - Use bar charts for comparisons, line charts for trends, and pie charts for proportions.
  - **Formatting Charts:**
    - Title: Clear and descriptive.
    - Axis Labels: Include units where necessary.
- c. Their template must comply with the ICTICT435\_03\_Style Guide. More specifically, the following things need to be addressed:

### Document Formatting

#### General Formatting

- Use capitalisation on the following:
  - Proper names, including names of a department, e.g. Operations Department
  - Beginning of sentences

Do not capitalise job roles/titles in between sentences, unless used as a form of address, e.g. Director John Murphy, Governor Edwards. Otherwise, it should be in lowercase.

- General Text Formatting

- Font: Calibri
- Font Size: 10 pt
- Font Colour: Black (Auto)
- Paragraph Alignment: Justified
- Page Size: A4 (8.27" x 11.69")

## Forms and Templates (General Formatting)

### ▪ Branding and Logo Usage

- Include Bounce Fitness logo in the top part of the template
- Logo must be centre aligned
- Line Spacing: Multiple space at 1.15 pt, with 6 pt spacing before and after paragraph.
- Use the logo provided below:



### ▪ Typography

All important terms/phrases must be capitalised/set to Bold.

- **Heading 1**
  - Set to Heading 1
  - Font: Calibri
  - Font Size: 14 pt
  - Font Colour: #7FD7E9
- **Body Text**
  - Font: Calibri
  - Font Size: 10 pt
  - Font Colour: Black (Auto)
  - Paragraph Alignment: Justified
  - Line Spacing: Multiple space at 1.15 pt, with 6 pt spacing before and after paragraph.

- **Table Formatting**

Tables must be set to 'Fit to Window'.

- **Table Text**
  - Font: Calibri
  - Font Size: 10 pt
  - Font Colour: Black [Auto]
  - Border Colour: #D9D9D9
  - Line Spacing: Multiple space at 1.15 pt, with 6 pt spacing before and after paragraph.
- **Column Header:**
  - Bold
  - Centre Aligned
  - Fill Colour: #1F3864
  - Font Colour: #FFFFFF (white)
  - Line Spacing: Multiple space at 1.15 pt, with 6 pt spacing before and after paragraph.
- **Row Header:**
  - Bold
  - Centre Aligned
  - Fill Colour: #D9E2F3
  - Font Colour: Black [Auto]
  - Line Spacing: Multiple space at 1.15 pt, with 6 pt spacing before and after paragraph.

### **Templates (Spreadsheets)**

- **Branding**

Add **Bounce Fitness** branding for every worksheet.

- Bold
- Font Style: Calibri
- Font Size: 24 pt

- Font Colour: #7030A0

- No border

- **Typography**

- **Document Title**

- Font Style: Calibri

- Font Size: 24 pt

- Font Colour: #386548

- No border

- **Completed By (and other important information)**

- Bold

- Font Style: Calibri

- Font Size: 11 pt

- Font Colour: #7030A0

- **Body Text**

- Font Style: Calibri

- Font Size: 11 pt

- Font Colour: #4E4F4B

- **Formatting for General Sales Table**

- **Column Width**

Column width for tables must be set to 16 pt.

- **Column Headers**

- Font Style: Calibri

- Font Size: 11 pt

- Font Colour: #FFFFFF (White)

- Header Fill: #7030A0

- Border Colour: Black (Auto)

- Column Width: 16 pt

- **Row Headers**

- Bold

- Font Style: Calibri

- Font Size: 11 pt
- Font Colour: #4E4F4B

For Row Header Totals:

- Bold
- Font Style: Calibri
- Font Size: 11 pt
- Font Colour: #FFFFFF (White)
- Fill Colour: #386548
- **Table Body Text**
  - Number Format: Currency (\$)
  - Font Style: Calibri
  - Font Size: 11 pt
  - Font Colour: #4E4F4B
  - Border Colour: Black (Auto)
- **Formatting for Weekly Outcomes Table**
  - **Row 1**
    - Bold
    - Font Style: Calibri
    - Font Size: 11 pt
    - Font Colour: #4E4F4B
    - Fill Colour: #CCCCFF
    - Border Colour: #FFFFFF (White)
  - **Row 2**
    - Font Style: Calibri
    - Font Size: 11 pt
    - Font Colour: #4E4F4B
    - Fill Colour: #CCCCFF
    - Border Colour: #FFFFFF (White)
- **Formatting for Remarks Table**
  - **Header:** Remarks/Comments/Suggestions

- Bold
- Font Style: Calibri
- Font Size: 11 pt
- Font Colour: #FFFFFF (White)
- Fill Colour: #7030A0
- Border Colour: #4E4F4B

d. Their template must comply with the following Standards as specified in ICTICT435\_03\_Industry Standards for Technical Documentation at Bounce Fitness. As a minimum, the following three (3) points need to be addressed:

**1. Clarity and Accessibility:**

- Documents should be clear and easy to understand, avoiding jargon and technical language that may not be familiar to all users.
- Follow accessibility guidelines to ensure that documentation is usable by individuals with disabilities. This includes adhering to the Web Content Accessibility Guidelines (WCAG), which cover a wide range of recommendations for making web content more accessible.

**2. Consistency and Branding:**

- Maintain a consistent style across all documents. This includes using the Bounce Fitness logo as per the branding guidelines and consistent use of fonts, colours, and layout as specified in the Bounce Fitness style guide.
- Ensure that all documentation reflects the Bounce Fitness brand in terms of tone and visual presentation.

**3. Comprehensiveness and Accuracy:**

- All technical documentation must be comprehensive, covering all necessary aspects of the subject matter to ensure that users have all the information they need.
- Accuracy is crucial. Information should be fact-checked and reviewed for errors before publication to prevent misinformation and potential liabilities.

e. They also need to ensure the document complies with the ICTICT435\_03\_Standard Operating Procedures (SOP) Manual and especially the following act:

▪ **Copyright Act 1968**

This Act protects intellectual property rights, including copyright and related rights. Bounce Fitness must ensure that all business analysis activities involving intellectual property respect copyright laws and obtain necessary licenses or permissions for content usage.

This means that they cannot directly copy and paste information from any online training manuals for Zoom.