

Title	Demonstrate an understanding of documentation for computer applications		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to: discuss the principles of user documentation design for computer applications; and design, create and format, and test user documentation for a computer application.
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Classification	Computing > Generic Computing
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Available grade	Achieved
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Guidance Information

- 1 For outcome 2 of this unit standard user documentation can be: one chapter of a reference manual, help guide or installation guide; or a quick reference guide.
- 2 Legislation relevant to this unit standard includes the:
 - Copyright Act 1994
 - Copyright (New Technologies) Amendment Act 2008
 - Electronic Transactions Act 2002
 - Harmful Digital Communications Act 2015
 - Health and Safety at Work Act 1992
 - Privacy Act 1993
 - Unsolicited Electronic Messages Act 2007
 - and any subsequent amendments.
 Current legislation and regulations can be accessed at <http://legislation.govt.nz>
- 3 References
 - ACC5637 Guidelines for Using Computers - Preventing and managing discomfort, pain and injury.* Accident Compensation Corporation - Department of Labour, 2010; available from Worksafe New Zealand, at <http://www.business.govt.nz/worksafe/information-guidance/all-guidance-items/guidelines-for-using-computers>.
- 4 An assessment resource to support computing unit standards (levels 1 to 4) can be found on the NZQA website at www.nzqa.govt.nz/asm.

Outcomes and performance criteria

Outcome 1

Discuss the principles of user documentation design for computer applications.

Range documentation includes – installation, operation, help, quick reference.

Performance criteria

- 1.1 The discussion identifies the purpose of design and outlines the principles involved in the design of user documentation.
- 1.2 The discussion includes a review of sample documents, identifies positive features, and explains any design faults.

Outcome 2

Design user documentation for a computer application.

Range user documentation can be one of – one chapter of a reference manual, help guide or installation guide; a quick reference guide.

Performance criteria

- 2.1 The design specification outlines features in terms of their use within the user document.

Range content, structure, language, style, format, graphics.
- 2.2 The design specification identifies the hardware and software applications required to produce the document.
- 2.3 The design specifies document testing criteria in terms of the usability of the document.
- 2.4 The design specification outlines the schedule for producing the document.

Outcome 3

Create and format user documentation for a computer application.

Performance criteria

- 3.1 The user documentation is checked to ensure it is grammatically correct.
- 3.2 The content of the user documentation matches the operation of the computer application.
- 3.3 The structure of the content is consistent with the document design specification.

- 3.4 The language used in the user documentation is consistent with the document design specification.
- 3.5 The document format is checked to ensure it is consistent with the design specification.

Outcome 4

Test user documentation for a computer application.

Performance criteria

- 4.1 Content of user documentation is checked with respect to the actual operation of the computer application to ensure compatibility and accuracy.
- 4.2 The document is corrected if any errors are identified through testing.
- 4.3 A review of the document is carried out with an end-user and any required improvements are identified.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 December 1995	31 December 2013
Revision	2	28 July 1998	31 December 2013
Review	3	30 November 2000	31 December 2013
Revision	4	5 July 2002	31 December 2013
Revision	5	16 July 2004	31 December 2013
Review	6	22 May 2009	31 December 2015
Rollover and Revision	7	19 September 2013	31 December 2019
Review	8	19 January 2017	31 December 2024
Review	9	26 May 2022	31 December 2024

Consent and Moderation Requirements (CMR) reference	0226
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.