Functional Area - Operations Management

Title	Create user documentation
Code	107940L4
Description	This unit of competency applies to all Digital Media Technology (DMT) practitioners who are involved in preparing user documents / guides for the games. A user document is a formal writing piece with a specific structure, and its purpose is to explain how to handle and play the game program in a language and level the players can understand. This UoC is concerned with the necessary skills and steps in creating such game user document.
Level	4
Credit	3

Competency	Performance Requirements
	1. Knowledge for game user document
	
	• Understand the organisation's resources and requirements for user documents preparation
	• Fully comprehend the details of game programs and master the game contents in concern
	• Understand the technical requirements for accommodating and operating the game programs in concern
	• Understand the purposes and functionalities of game user documents, such as:
	    o Instruct players on how to use the game product
	    o Reduce support costs through provision of clear information
	    o Market and raise the organisation's image
	    o Provide specific information needed by the players, etc.
	• Possess good literacy and writing skills
	• Possess proficient knowledge in using publishing software
	• Possess the illustration skill for graphics and knowledge in font design
	
	2. Create user document for games
	
	• Conduct a thorough review of the game product in concern and identify areas with potential difficulties or ambiguities to the players, such as:
	    o Installing / uninstalling the game software
	    o Playing with various aspects of the game
	    o Migrating to the next higher game level
	    o Encountering events that require for decision making, etc.
	• Choose or follow a prescribed language and format for developing the user document
	• Choose or adopt a designated word processing or publishing software for editing the user document
	• Determine the document's scope, coverage and level of details
	• Create the user document by performing the followings:
	    o Organise the document logically by splitting it into chapters or sections that make sense for the game's usage
	    o Include all necessary parts to make it a self-sufficient document, such as:
	        ▪ A front cover
	        ▪ A table of contents
	        ▪ The main body of the document
	        ▪ A list of figures or tables
	        ▪ A glossary or index
	        ▪ An appendix for further explanation of some issues, etc.
	    o Use words and terms that the intended audience (game players) will understand

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	- Write up the contents for the above parts of the user document, and describe the game features, story and characters, etc. - Careful check the writing for accuracy and consistency of the details - Include visual aids to assist visual learners if deemed appropriate - Design font for the text and illustrate manual graphics - Proofread the document to avoid the loss of credibility due to grammatical and spelling mistakes - Present the completed document for approval by management, head of the technical writing or the game development team, depending on organisational structure 3. Exhibit professionalism - Always create the game user document based on the game's actual contents and levels, without excessive subjective ideas - Always take the perception and acceptance of players as first priority consideration in the course of game user document creation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Able to complete an appropriate user document for the game product in concern within time and budget limits; and - Able to create a user document that can provide good support and guidance to the players
Remark	