

Functional Area: Product & Service Life Cycle (Development)

1. Title	Conduct products / services testing	
2. Code	ITCSPL410A	
3. Range	This UoC applies to the review operations and tasks involved in conducting products / services testing. This is a key step in the design and development review, and the findings are used to verify whether the product / service performs as expected, and determine its acceptability.	
4. Level	5	
5. Credit	3	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Conduct products / services testing</p> <p>6.3 Exhibit professionalism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Fully understand this is a mandatory and vital step at closing of the product design and development review phase ● Possess comprehensive insight of the significance of the testing results and other findings to the subsequent steps of the product development life cycle ● Fully aware of the necessity of involving all related parties including staff members, vendors, contractors, users and even management in the testing process to ensure the most accurate and useful outcomes ● Possess insight about the importance of reporting the accurate testing findings to senior management for their subsequent decisions ● Be aware of the wide choices of tools, techniques and methodologies to conduct testing for the product / service in concern, and their relative advantages and disadvantages <p>Be able to:</p> <ul style="list-style-type: none"> ● Consolidate and properly utilise all resources and manpower to carry out the product / service testing ● Exercise high quality co-ordination and communication skill to ensure the participation of all related personnel for the testing, and offering of their greatest contribution ● Always ensure handling of the test seriously, say treating it as a formal user acceptance test (UAT), and care of all subsequent procedures ● Solicit the testing results in a highly accurate and effective manner, and store them in an appropriate format and style most suitable for further dissemination ● Exercise good analysis skill to examine the testing results, grasp the main points, check possible defects and add sensible interpretation to arrive at a testing report for management review ● Fully consider other influencing factors such as market competition, customer preferences, etc while conducting the product / service testing ● Effectively disseminate the testing results with all related personnel and seek their further feedbacks / comments <ul style="list-style-type: none"> ● Always ensure correctness, fairness and objectivity in the process of product / service testing ● Always work with full capacity and ability to ensure the smooth and efficient completion of this task, and ensure maximum contribution from all participating personnel
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. complete and produce a timely and accurate product / service testing with	

	fruitful results ii. provide constructive proposals after analysing the testing reports, and contribute positively to subsequent tasks in the product development life cycle
Remark	