Information and Communications Technology Industry Training Advisory Committee
Software Products and Software Services (SW) branch
Unit of Competencies

1. Title	Communicate (oral and written) technical information
2. Code	ITSWGS512A
3. Range	Communicate (oral and written) technical information effectively with all stakeholders in order to convey technical information in the business environment [Generic Skills – Communications Skills]
4. Level	5
5. Credit	1
6. Competency	<table><tr><td></td><td>Performance Requirement</td></tr><tr><td>6.1 Understand characteristics of effective technical communication</td><td>Be able to recognize that good communication is accurate, clear, concise, coherent, and appropriate to the subject</td></tr><tr><td>6.2 Know the audience and information needed to be conveyed</td><td>Be able to ▪ identify target audience or stakeholders who will be receivers of technical information ▪ collect profile of audience whenever possible ▪ understand corporate objectives, style, format and content to be conveyed ▪ understand time allocation and venue constraints on the delivery of information</td></tr><tr><td>6.3 Consolidate information for delivery</td><td>Be able to ▪ collect relevant data and compose a draft appropriate to the communication assignment ▪ explain the use of special terms and short forms ▪ check for accuracy, clearness, conciseness and cohesion in the draft ▪ edit the draft in comply with corporate objectives, style, format ▪ seek recommendation or approval from management before release of information where necessary</td></tr><tr><td>6.4 Deliver corporate message effectively</td><td>Be able to ▪ prepare written report in English as well as Chinese for ICT industry ▪ communicate with stakeholders, such as customers, senior management or staff in English, Putonghua or Cantonese ▪ bridge the gap between IT people and non-technical persons such as senior management and customers by communicating technical terms in generic terms ▪ bridge the business requirements and technical issues in corporate communications</td></tr></table>
7. Assessment Criteria	The integrated outcome requirements of this UoCs is the ability to: (i) understand the needs of the audience; and (ii) communicate technical information to non-technical audience effectively.
Remark	