
Overview

This sub-discipline is concerned with the competencies involved with the design of processes and information technology systems so that they are adopted and used correctly by humans. In order for information technology systems to be successful and allow the maximisation of their potential benefits, user interaction and the interfaces enabling it must be attractive to all users of the systems.

Human interaction and interface (HCI) design may be undertaken as part of a wider systems design or may be undertaken as the result of a need to improve particular processes and procedures within an information technology system.

Designing for human needs requires particular competencies, both technical and personal and the transferable competencies associated with communication should be a precursor to acquiring competencies in this sub-discipline.

The outcomes of human interaction and interface (HCI) design are used to inform the overall systems design of information technology systems and their implementation..

Performance criteria

Follow, under supervision, organisational policies for human interaction and interface (HCI) design activities

You must be able to:

- P1 Correctly follow the processes, tools and techniques to conduct human interaction and interface (HCI) design activities
- P2 Fully comply with all organisational strategy, policies and standards in human interaction and interface (HCI) design activities
- P3 Accurately gather and collate information, relating to available interfaces, equipment and environments of use, under direction
- P4 Design effective elements for any HCI design delegated by superiors, assuming full accountability for the quality and effectiveness of the design deliverables

Document specified information relating to human interaction and interface (HCI) design

You must be able to:

- P5 Accurately document elements of HCI designs, under direction
- P6 Accurately document all naming conventions and standards used during HCI design activities, under direction
- P7 Accurately document and collate feedback from sample target users on any human interaction and interface (HCI) design, under direction

Assist others with human interaction and interface (HCI) designs

You must be able to:

- P8 Assist others in soliciting feedback on human interaction and interface (HCI) designs from sample target users, under direction
- P9 Assist others in sourcing and gathering information gained from analysis activities during human interaction and interface (HCI) design activities, under direction
- P10 Assist others in identifying the information gained from analysis activities during human interaction and interface (HCI) design activities, under direction

Knowledge and understanding**Follow, under supervision, organisational policies for human interaction and interface (HCI) design activities**

You need to know and understand:

- K1 Comply with any relevant legislation, regulations and external standards in human interaction and interface (HCI) design activities
- K2 Use the processes, tools and techniques for undertaking human interaction and interface (HCI) design
- K3 Operate with
 - K3.1 reference to organisational strategy, policies and standards in human interaction and interface (HCI) design activities
 - K3.2 reference to professional and ethical standards in human interaction and interface (HCI) design activities
 - K3.3 integrity and confidentiality during human interaction and interface (HCI) design activities
- K4 Collate information relating to available interfaces, equipment and environments of use
- K5 Develop elements of HCI designs
- K6 Be accountable for own HCI designs
- K7 The processes, tools and techniques that can be used to undertake human interaction and interface HCI design activities
- K8 What is meant by
 - K8.1 the term user experience
 - K8.2 an human interaction and interface HCI
 - K8.3 a graphical user interface (GUI)
 - K8.4 a web user interface (WUI)
 - K8.5 what is the range of input/output devices that users can use to interact with IT/technology systems, services and assets
- K9 What are the industry and vendor standards, conventions and 'norms' associated with particular user interfaces on commonly used devices and platforms
- K10 The fact that
 - K10.1 different types of HCI exist
 - K10.2 HCI design activities and their deliverables must support the identified business requirements
 - K10.3 a range of different input/output devices and/or IT/technology platforms may need to be considered as part of the design of the user experience with IT/technology systems, services and assets, in order to meet the business and user needs
 - K10.4 the designed HCI associated with any IT/technology should be easy to use/intuitive
 - K10.5 there are industry and vendor standards, conventions and 'norms' associated with user interfaces that are readily understandable by and familiar to a wide range of individuals

K11 Why

K11.1 different types of HCI exist

K11.2 a range of different devices may need to be considered as part of the design of the user experience with IT/technology systems, services and assets

K12 The importance of incorporating the desired user experience into any system/solution/service design

Document specified information relating to human interaction and interface (HCI) design

You need to know and understand:

K13 Document and collate

K13.1 elements of HCI designs

K13.2 naming conventions and standards used during HCI design activities

K13.3 feedback from sample target users on any human interaction and interface (HCI) design

K14 The importance of documenting the deliverables from human interaction and interface (HCI) design activities

Assist others with human interaction and interface (HCI) designs

You need to know and understand:

K15 Provide elements for an HCI design

K16 The fact that different individuals respond differently to particular interfaces

ESKITP4062

Human Computer Interaction / Interface (HCI) Design Level 2 Role

Developed by e-skills UK

Version number 1

Date approved September 2009

Indicative review date March 2014

Validity Current

Status Original

Originating organisation e-skills UK

Original URN 4062

Relevant occupations Business Analyst; Information and Communication Technology; Software Development

Suite IT and Telecoms

Key words HCI