NATIONAL SKILLS QUALIFICATION

LEVEL 3

TITLE:
USER INTERFACE (UI)/ USER EXPERIENCE (UX)

YEAR: 2024

NATIONAL SKILLS QUALIFICATION

NSQ LEVEL 3 CERTIFICATE IN USER INTERFACE (UI)/ USER EXPERIENCE (UX)

QUALIFICATION PURPOSE
This qualification is designed to equip learners with knowledge and skills needed to create user interface and user experience design, enabling them to create user-centered digital products and interfaces.

QUALIFICATION OBJECTIVES
The learner should be able to: -

I.   Understand terminologies such as components, constraints and multi-dimensional variants
II.   Understand how to make both simple and advanced micro interactions page transition and animations
III.   Work with a UX persona
IV.   Create simple wireframes
V.   Implement colors and images in designs
VI.   Choose fonts for web and mobile apps
VII.   Generate icons, buttons and other UI components
VIII. Fully make interactive animations

Mandatory Units

Unit No	Reference Number	NOS Title	Credit Value	Guided Learning Hours	Remark
UNIT 01	ICT/UIX/001/L3	Occupational Health and Safety	2	20	LEVEL 3
UNIT 02	ICT/UIX/002/L3	Teamwork	2	20	LEVEL 3
UNIT 03	ICT/UIX/003/L3	Communication	2	20	LEVEL 3
UNIT 04	ICT/UIX/004/L3	Introduction to UI/UX Fundamentals	2	20	LEVEL 3
UNIT 05	ICT/UIX/005/L3	User Research Analysis	2	20	LEVEL 3
UNIT 06	ICT/UIX/006/L3	Information Architecture	2	20	LEVEL 3
UNIT 07	ICT/UIX/007/L3	wireframing	2	20	LEVEL 3
UNIT 08	ICT/UIX/008/L3	Visual Design Principles	2	20	LEVEL 3
UNIT 09	ICT/UIX/009/L3	Prototyping	2	20	LEVEL 3
UNIT 10	ICT/UIX/010/L3	Usability Testing	2	20	LEVEL 3
UNIT 11	ICT/UIX/011/L3	Advanced Prototyping and Interaction Design	2	20	LEVEL 3
UNIT 12	ICT/UIX/012/L3	Collaboration and Handoff	2	20	LEVEL 3
UNIT 13	ICT/UIX/013/L3	Portfolio Development	2	20	LEVEL 3
TOTAL			**26**	**260**	

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LEVEL 3: UI/UX DESIGN

Unit 1: OCUPATIONAL HEALTH AND SAFETY

Unit Reference Number: ICT/UIX/001/L3

NSQ Level: 3

Credit Value: 1

Guided Learning Hours: 10

Unit Purpose:

To equip learners with the knowledge and skills to implement and maintain safe working practices in the IT environment, ensuring personal and team safety while adhering to industry regulations and standards.

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

UNIT 001: OCCUPATIONAL HEALTH AND SAFETY

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.				
LO 1: **Understand Workplace Health and Safety Regulations**	1.1	Explain key OHS legislation and regulations relevant to the IT sector.										
	1.2	Identify the roles and responsibilities of individuals and organizations in maintaining a safe work environment										
	1.3	Describe the process for reporting health and safety risks and incidents.										
LO 2: **Identify Workplace Hazards and Implement Control Measures**	2.1	Identify common hazards in IT work environments, including electrical, ergonomic, and data-related risks										
	2.2	Assess the severity and likelihood of potential hazards in specific IT tasks.										
	2.3	Implement appropriate control measures, such as safe cabling practices, ergonomic workstation setup, and electrical safety protocols.										
LO 3: **Apply Emergency Procedures and First Aid in the Workplace**	3.1	Demonstrate the correct procedure for responding to workplace emergencies, such as electrical fires or equipment malfunctions.										
	3.2	Perform basic first aid techniques, including treating minor injuries and using first aid equipment										
	3.3	Communicate and coordinate effectively with emergency services and other relevant personnel during a workplace incident.										

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LEVEL 3: UI/UX DESIGN

Unit 2: Teamwork

Unit Reference Number: ICT/UIX/002/L3

NSQ Level: 3

Credit Value: 1

Guided Learning Hours: 10

Unit Purpose:

This unit aims to develop learners' abilities to work effectively within IT teams, fostering collaboration, problem-solving, and the achievement of shared goals.

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)
2. Question and Answer (QA)
3. Witness Testimony (WT)
4. Assignment (ASS), etc.

UNIT 002: TEAMWORK

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
LO 1: **Understand the Roles and Responsibilities within a Team**	1.1	Identify the different roles and functions within an IT team (e.g., network engineers, system administrators, software developers).									
	1.2	Describe the key responsibilities and contributions of each team member.									
	1.3	Recognize the importance of each role in achieving the team's objectives.									
LO 2: **Foster Positive Working Relationships within a Team**	2.1	Demonstrate techniques for effective interpersonal communication and conflict resolution in a team environment.									
	2.2	demonstrate the ability to provide constructive feedback and actively listen to others' contributions									
	2.3	Promote inclusivity and collaboration among team members to ensure participation and engagement from all.									
LO 3: **Contribute to Team Problem-Solving and Decision-Making**	3.1	Participate in group discussions to identify and analyse IT-related problems.									
	3.2	Initiate innovative solutions and support team decision-making processes.									
	3.3	Evaluate the effectiveness of team decisions and propose improvements where necessary.									

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Unit 3: Communication

Unit Reference Number: ICT/UIX/003/L3

NSQ Level: 3

Credit Value: 1

Guided Learning Hours: 10

Unit Purpose:

This unit aims enhance learners' communication skills, enabling them to convey technical information effectively and collaborate with both technical and non-technical stakeholders.

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)

2. Question and Answer (QA)

3. Witness Testimony (WT)

4. Assignment (ASS), etc.

UNIT 003: COMMUNICATION

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
LO 1: **Communicate Technical Information Clearly and Accurately**	1.1	Explain IT concepts, procedures, and solutions in a manner appropriate to the audience, whether technical or non-technical.									
	1.2	Use industry-standard terminology correctly when describing technical processes									
	1.3	Adapt communication methods to suit the context, such as written reports, emails, or verbal presentations.									
LO 2: **Utilize Digital Communication Tools Effectively**	2.1	Demonstrate proficiency in using digital tools for communication, such as email, messaging platforms, and collaboration software (e.g., Slack, Teams).									
	2.2	Comply with best practices for professional digital communication, including email etiquette and secure file sharing.									
	2.3	Use collaborative tools to share and receive feedback on documents, code, or project updates.									
LO 3: **Communicate effectively in a Professional Context**	3.1	Listen to team discussions or client meetings.									
	3.2	Respond to questions, concerns, and feedback clearly and effectively.									
	3.3	Provide feedback to ensure mutual understanding.									

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LEVEL 3: UI/UX DESIGN

Unit 4: INTRODUCTION TO UI/UX DESIGN

Unit Reference Number: ICT/UIX/004/L3

NSQ Level: 3

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: This Unit is essential as it Provides the learner with the knowledge of the overview of UI/UX design principles and their importance.

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Direct Observation/oral questions (DO)

2. Question and Answer (QA)

3. Written Assessments (WT)

4. Practical Assessment (PA), etc.

UNIT 004: INTRODUCTION TO UI/UX DESIGN

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.				
LO 1: **Understand the principles of UI and UX designs.**	1.1	Explain core concepts of UX UI in product development										
	1.2	Identify key components and processes involved										
	1.3	Recognise the impact of good UX UI on user satisfaction and business success										
LO 2: **Understand the role of UI UX in product development**	1.1	Explain the significance of UX UI in enhancing user experience										
	1.2	Identify the tools and techniques used										
	1.3	Describe the stages of the UX UI design process.										
LO 3: **Recognise the impact of good UI UX design**	1.1	Discuss different case studies of successful UX UI designs.										
	1.2	Identify common pitfalls in UX UI design and how to avoid them										
	1.3	Evaluate the business benefits of effective UX UI design.										

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LEVEL 3: UI/UX DESIGN

Unit 005: USER RESEARCH ANALYSIS

Unit Reference Number: ICT/UIX/005/L3

NSQ Level: 3

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: The unit aims to equip learner with the skills and knowledge to analyse user data to inform and improve design decisions.

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Written Assessment (WA)
2. Question and Answer (QA)
3. Peer Review (WT)
4. Practical Assessment (PA), etc.

UNIT 005: User Research and Analysis

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.				
LO 1: **Conduct effective user research.**	1.1	Carry out user research activities.										
	1.2	Analyse user data effectively.										
	1.3	Present research findings in a clear and actionable manner.										
LO 2: **Apply User-Centred Design (UCD) principles**	2.1	Use UCD principles to create user-focused designs.										
	2.2	Carry out user interviews and surveys.										
	2.3	Evaluate user feedback to inform design decisions.										
LO 3: **Utilize various research methods and tools.**	3.1	Carry out usability testing and contextual inquiries.										
	3.2	Use personas and user journey maps in research.										
	3.3	Apply data analysis tools to interpret research findings.										

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Unit 6:   INFORMATION ARCHITECTURE

Unit Reference Number: ICT/UIX/006/L3

NSQ Level: 3

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: *This Unit aims to equips the learner with the knowledge of the organization and structure of content to enhance user understanding and navigation.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Usability Testing (UT)
2. Question and Answer (QA)
3. Peer Review (WT)
4. Practical Assessment (PA),
5. Reflective Journals (RJ) etc.

UNIT 006: Information Architecture

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.				
LO 1: Develop effective information architecture.	1.1	Create site maps and wireframes.										
	1.2	Organize content to enhance user navigation.										
	1.3	Evaluate the effectiveness of information architecture.										
LO 2: Improve user navigation and experience.	2.1	Design intuitive navigation systems										
	2.2	Carry out card sorting exercises.										
	2.3	Test navigation systems with users.										
LO 3: Apply principles of information architecture	3.1	Use hierarchy and categorization effectively.										
	3.2	Maintain consistency in information presentation.										
	3.3	Optimize information architecture for different devices.										

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Unit 7: WIREFRAMING

Unit Reference Number: ICT/UIX/007/L3

NSQ Level: 3

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: *This Unit aims to equips the learner with the skills and knowledge of creating basic visual representations of a website or app's structure, layout, and functionality to plan user experiences without distractions from colour, graphics, or content.*

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Interactive Workshops (IW)
2. Presentations (P)
3. Peer Review (WT)
4. Usability Testing (UT)
5. Portfolio Development (PD), etc.

UNIT 007: Wireframing

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.				
LO 1: **Understand the fundamentals of wireframing**	1.1	Explain the purpose of wireframing in the design process.										
	1.2	Explain the importance of wireframing in the design process										
	1.3	Identify different types of wireframes										
	1.4	Show the key components of a wireframe										
LO 2: **Develop wireframing skills using appropriate tools**	2.1	Create low-fidelity wireframes using basic sketching techniques.										
	2.2	Use wireframing software to develop mid-fidelity wireframes.										
	2.3	Incorporate interactive elements in high-fidelity wireframes.										
LO 3: **Perform iterations on wireframe designs**	3.1	Identify areas for improvement in the wireframe										
	3.2	Conduct usability testing on wireframes.										
	3.3	Gather user feedback.										
	3.4	Analyse feedback areas										
	3.5	Iterate on wireframe designs based on stakeholder input.										
	3.6	Test results.										

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Unit 8: Visual Design Principles

Unit Reference Number: ICT**/UIX/008/L3**

NSQ Level: 3

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: This Unit is aimed to equip the learner with the fundamental knowledge of visual design, including colour theory, typography, and layout.

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Written Assessment (WA)
2. Question and Answer (QA)
3. Interactive Workshops (IW)
4. Practical Assessment (PA), etc.

UNIT 008: Visual Design Principles

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref.	Page No.		
LO 1: **Apply visual design principles.**	1.1	Explain colour theory, topography, and layout									
	1.2	Use colour theory to create visually appealing designs.									
	1.3	Apply typography principles to enhance readability.									
	1.4	Create layouts that improve user experience.									
LO 2: **Create visually appealing user interfaces.**	2.1	Explain brand guidelines on user interface across different screens									
	2.2	Design interfaces that align with brand guidelines.									
	2.3	Use visual hierarchy to guide user attention.									
	2.4	Maintain visual consistency across different screens.									
LO 3: **Evaluate visual design effectiveness.**	3.1	Carry out visual design reviews.									
	3.2	Gather user feedback on visual design.									
	3.3	Iterate on visual designs based on feedback.									

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Unit 9: PROTOTYPING

Unit Reference Number: ICT /UIX/009/L3

NSQ Level: 3

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: This Unit is aimed to equip the learner with skills and knowledge to create interactive models of designs for testing and refining user experience.

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Interactive Workshops (IW)
2. Presentations (P)
3. Peer Review (WT)
4. Usability Testing (UT)
5. Portfolio Development (PD), etc.

UNIT 009: Prototyping

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
LO 1: **Develop prototypes to visualize design ideas.**	1.1	Identify prototyping tools.									
	1.2	Create low-fidelity wireframes and sketches.									
	1.3	Develop high-fidelity interactive prototypes.									
LO 2: **Test and refine prototypes.**	2.1	Conduct usability testing on prototypes.									
	2.2	Gather user feedback on prototypes.									
	2.3	Iterate on prototypes based on testing results.									
LO 3: **Communicate design ideas through prototypes.**	3.1	Present prototypes to stakeholders.									
	3.2	Use prototypes to gather stakeholder feedback.									
	3.3	Document the prototyping process.									

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Unit 10: USABILTY TESTING

Unit Reference Number: ICT/UIX/010/L3

NSQ Level: 3

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: This Unit is essential as it equips the learner with knowledge and skills on planning and conducting usability tests to evaluate design effectiveness.

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Quizzes and Tests (IW)
2. Practical Assignments (PA)
3. Peer Review (WT)
4. Usability Report (UR)
5. Portfolio Development (PD), etc.

Unit 010: Usability Testing

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref. Page No.			
LO 1: Conduct Usability Tests	1.1	Explain Usability testing									
	1.2	Discuss various techniques required for usability testing									
	1.3	Develop usability test plans.									
	1.4	Recruit participants for usability testing.									
	1.5	Conduct usability tests and gather data.									
LO 2: Analyse usability test results	2.1	Analyse data from usability tests.									
	2.2	Identify usability issues and areas for improvement.									
	2.3	Present usability findings to stakeholders.									
LO 3: Implement usability improvements.	3.1	Develop action plans to address usability issues.									
	3.2	Make design changes based on usability findings.									
	3.3	Validate improvements through follow-up testing.									

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Unit 11: ADVANCED PROTOTYPING AND INTERACTION DESIGN

Unit Reference Number: ICT**/UIX/011/L3**

NSQ Level: 3

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: This Unit is essential as it aims at equipping the learner on how to create high-fidelity prototypes and interactive designs that simulate real-world user interactions and behaviours.

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Interactive Workshops (IW)
2. Presentations (P)
3. Peer Review (WT)
4. Usability Testing (UT)
5. Portfolio Development (PD), etc.

UNIT 011: Advanced prototyping and Interaction Design

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type						Evidence Ref. Page No.				
LO 1: **Create advanced interactive prototypes.**	1.1	Use advanced prototyping tools and techniques.											
	1.2	Develop interactive elements and animations.											
	1.3	Ensure prototypes are functional and realistic.											
LO 2: **Refine interaction designs.**	2.1	Explain the concepts of interaction design											
	2.2	Conduct interaction design reviews.											
	2.3	Gather user feedback on interaction designs.											
	2.4	Iterate on interaction designs based on feedback.											
LO 3: **Validate interaction designs.**	3.1	Conduct usability testing on interaction designs.											
	3.2	Analyse test results and identify improvements.											
	3.3	Validate through follow-up testing.											

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Unit 12: COLLABORATION

Unit Reference Number: ICT/UIX/012/L3

NSQ Level: 3

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: This Unit is aimed to equip the learner with skills and knowledge on how to effectively work with cross-functional teams, including designers, developers, and stakeholders, to create cohesive and user-centred designs.

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Interactive Workshops (IW)
2. Presentations (P)
3. Peer Review (WT)
4. Usability Testing (UT)
5. Portfolio Development (PD), etc.

UNIT 012: Collaboration and Handoff

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type					Evidence Ref.	Page No.		
LO 1: Collaborate effectively with stakeholders.	1.1	Communicate design ideas clearly to stakeholders.									
	1.2	Incorporate stakeholder feedback.									
	1.3	Facilitate design discussions and workshops.									
LO 2: Ensure smooth design handoff to developers.	2.1	Prepare documentation with the specification design.									
	2.2	Use collaboration tools to share design assets.									
	2.3	Support developers during the implementation phase using Slack, JIRA, or Asana									
LO 3: **Maintain design consistency during implementation.**	3.1	Conduct design reviews during implementation.									
	3.2	Address design issues promptly.									
	3.3	Ensure final product aligns with design specifications.									

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Unit 13: PORTFOLIO DEVELOPMENT

Unit Reference Number: ICT/UIX/013/L3

NSQ Level: 3

Credit Value: 2

Guided Learning Hours: 20

Unit Purpose: This Unit is aimed to equip learner with the knowledge and skills in creating a professional UI/UX design portfolio.

Unit assessment requirements/ evidence requirements:

Assessment must be carried out in real workplace environment in which learning and human development is carried out.

Assessment methods to be used include:

1. Interactive Workshops (IW)
2. Peer Review (WT)
3. Usability Testing (UT)
4. Portfolio Development (PD)
5. Final Project
6. Presentations (P), etc.

UNIT 013: Portfolio Development

LEARNING OBJECTIVE (LO) The learner will:		PERFORMANCE CRITERIA The learner can:	Evidence Type						Evidence Ref. Page No.			
LO 1: **Develop a professional design portfolio.**	1.1	Write clear and concise project descriptions.										
	1.2	Create a cohesive and visually appealing portfolio layout.										
	1.3	Organize design projects to include in the portfolio.										
LO 2: **Present design work effectively.**	2.1	Explain storytelling techniques.										
	2.2	Demonstrate the ability to articulate design decisions and rationale										
	2.3	Prepare a presentation of the portfolio for different audiences.										
LO 3: **Improve the portfolio.**	3.1	Gather feedback from peers and mentors on the portfolio.										
	3.2	Analyse feedback to identify areas for improvement.										
	3.3	Implement changes to enhance the quality and impact of the portfolio.										

PARTICIPANT FOR CRITIQUE WORKSHOP

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