Australian Government

Department of Education, Employment and Workplace Relations

ICAT4184B Ensure site usability for full range of users

Release: 1

ICAT4184B Ensure site usability for full range of users

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to ensure that clients can use a website once a connection has been established.
	The following units are linked and form an appropriate cluster:
	• ICAA4142C Design a website to meet technical requirements
	• ICAB4135B Create a simple mark up language document to specification
	• ICAB4171B Develop cascading style sheets
	• ICAD4209B Write content for web pages
	• ICAI4189B Ensure website content meets technical protocols and standards
	• ICAT4183B Confirm accessibility of website for people with special needs
	• ICAT4185B Create a website testing procedure
	• ICAT4186B Conduct operational acceptance tests of websites
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Design a site user test	1.1. Establish usability test methods 1.2. Identify critical business functions 1.3. Identify full range of *users* 1.4. Confirm *user* expectations through market analysis, business intelligence and customer feedback 1.5. Establish performance potential of the business from *business requirements* or other approved sources 1.6. Establish performance measurement and success criteria to measure actual performance against *user* expectations 1.7. Test site when ready and record outcomes
2. Conduct user test	2.1. Document process performance indicators and benchmarks and disseminate to sample group of *users* 2.2. Assemble a full representative range of *users* and preferred technologies to test site features and functions based on the *business specification* 2.3. Ensure maximum *user* satisfaction through ease of navigation controls and design 2.4. Ensure *user* and legal, accessibility, privacy and equity *requirements* and expectations are met
3. Evaluate user test	3.1. Collate site performance results and measure against performance indicators and benchmarks based on *user* expectations 3.2. Identify performance shortfalls and ensure acceptable performance solutions are developed according to *business requirements* 3.3. Establish an evaluation *feedback mechanism* and provide to *users*
4. Document results	4.1. Identify *solutions* to *problems* during the testing phase 4.2. Discuss *problems* with developers and ensure *solutions* are continuously refined 4.3. Ensure proposed *solutions* meet *business requirements* and *user* expectations 4.4. Document final *solutions* in line with organisational guidelines, and distribute to *appropriate person*

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
- Website development   - Website analysis   - Technical test design   - Test implementation   - Test evaluation   - Evaluation feedback   - Evaluation analysis
Required knowledge
- Website architecture   - Website security   - Work load metrics   - Technical performance measurement   - Business process design   - Customer and business liaison   - Website privacy   - Principles of accessibility and equity in the context of website development   - Electronic commerce modelling language   - User testing principles and techniques

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • Assessment must confirm the ability to design a valid usability test, facilitate the test process and document the results. The proposed solutions must meet user needs and the current and future needs of the business. To demonstrate competency in this unit the person will require access to: • Web servers • E-business website • Site server • Site server software • Analysis software • Requirements documentation • Customer relationship model
Context of and specific resources for assessment	This competency is about testing a website to see how easy it is for humans to interact with. Ensuring site usability is important as more companies, individuals and community groups need websites to reach clients and other stakeholders. Sometimes usability issues can make websites unworkable or ineffective. Usability testing is sometimes seen as that stage of overall systems testing in which the developed system is compared to users' expectations and needs. The breadth, depth and complexity of knowledge and skills in this competency would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance would be involved when organising activities of self and others as well as

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	contributing to technical solutions of a non-routine or contingency nature.
	Assessment must ensure:
	• Performance of a broad range of skilled applications including the requirement to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills would be characteristic.
	• Applications may involve responsibility for, and limited organisation of, others.
	The scope and complexity of knowledge and skills is dependent on the tasks undertaken as part of a specified activity.
Method of assessment	The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.
	• This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency.
	• Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment

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	purposes may vary with the particular project or scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • ICAA4142C Design a website to meet technical requirements • ICAB4135B Create a simple mark-up language document to specification • ICAB4171B Develop cascading style sheets • ICAD4209B Write content for web pages • ICAI4189B Ensure website content meets technical protocols and standards • ICAT4183B Confirm accessibility of website for people with special needs • ICAT4185B Create a website testing procedure • ICAT4186B Conduct operational acceptance tests of websites An individual demonstrating this competency would be able to: • Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts • Apply solutions to a defined range of unpredictable problems • Identify and apply skill and knowledge areas to a wide variety of contexts, with depth in some areas • Identify, analyse and evaluate information from a variety of sources • Take responsibility for own outputs in relation to specified quality standards • Take limited responsibility for the quantity and quality of the output of others Additionally, an individual demonstrating this competency would be able to: • Provide benchmarks of websites for examination • Interpret available information and request clarification where needed • Take responsibility for output

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	• Maintain knowledge of industry products and services

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
User may include:	• a person within a department • a department within the organisation • a third party
Business requirements may be in reference to:	• business • system • application • network • people in the organisation
Success criteria may include:	• timeframe • cost implications • technical and logistical considerations
Business specification may include but is not limited to:	• technical requirements • user problem statement • current system functionality
Solutions may include but is not limited to:	• new hardware • hardware upgrades • new software • software upgrades • user training • implementing a new system
Requirements may be in reference to:	• business • system • application • network • people in the organisation

RANGE STATEMENT	
Feedback mechanisms may include:	• surveys • questionnaires • interviews • meetings
Problems may be in reference to:	• problems with the business • system • application • network • people in the organisation
Organisational guidelines may include but are not limited to:	• personal use of emails and internet access • content of emails • downloading information and accessing particular websites • opening mail with attachments • virus risk • dispute resolution • document procedures and templates • communication methods • financial control mechanisms
Appropriate person may include:	• supervisor • teacher • authorised business representative • client

Unit Sector(s)

Unit sector	Test

Co-requisite units

Co-requisite units	

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Competency field

Competency field	

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