ICAD4190B Maintain information standards

Release: 1

ICAD4190B Maintain information standards

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to establish and maintain information standards in the context of information stored on client websites. The primary focus of this unit relates to the merchant/customer e-commence relationship and the accuracy and usability of the organisation's website information and processes.
	The following units are linked and form an appropriate cluster:
	• ICAB4135B Create a simple mark up language document to specification
	• ICAS4201B Transfer content to a website using commercial packages
	• ICAT4184B Ensure site usability for full range of users
	• ICAT4194B Ensure basic website security
	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		
	ICAD4217B	Create technical documentation

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. Ensure that organisational website content is approved for display and made accessible on website	1.1. Validate organisational information and seek approval prior to uploading to a website 1.2. Ensure specific **details** of the organisation are made available on the website 1.3. Ensure privacy, security and liability statements are correctly displayed on the website and conform to **legislative** requirements and **web development standards** 1.4. Develop and make available a policy on how information gathered on website **users** by the website will be handled 1.5. Develop and make available notation on website indicating when the site was last updated 1.6. Display copyright notice on website if required 1.7. Display information on the website to notify the website **user** of which country the website is located in 1.8. Display on website those local laws applicable to transactions that may be conducted 1.9. Develop and make available information with regard to licences or qualifications/memberships needed by potential **users** of the website
2. Ensure access to information and payment options	2.1. Ensure website **users** have navigation links to access appropriate information regardless of where they are located within the website 2.2. List various payment options on the website
3. Ensure disclosure of policies and services	3.1. Present a clear website statement outlining all **charges** 3.2. Present **warranty information** on appropriate screen, prior to finalising orders 3.3. Provide **after-sales support** and services information and direct website **user** to its location 3.4. Ensure website contains policies regarding cancellations, returns and refunds, and associated conditions
4. Communicate product/service conditions and notifications	4.1. Ensure appropriate screens display limitations and **legislative** restrictions on who or where goods and services will be sold or shipped to 4.2. Ensure the website provides facilities to confirm orders and cancellations as quickly as possible

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ELEMENT	PERFORMANCE CRITERIA
	4.3. Ensure the website provides facilities to communicate back orders, hold-ups or errors with goods or services ordered or cancelled, to the client, with information about changed costs or adjustments and expected date of arrival made available with minimum delay
5. Ensure customer service support	5.1. Explain service *standards* and make them available to all potential and current website *users*
	5.2. Ensure website *users* have a method for providing feedback on aspects of information held on the website
	5.3. Ensure acknowledgements of complaints are transmitted to website *users* lodging complaints, with a description of what will take place within the organisation to address issues raised

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• HTML code writing • Basic policy comprehension skills • Website analysis • Website publishing • Archiving
Required knowledge
• Electronic commerce modelling language • Privacy legislation • Consumer protection legislation • Information architecture • Obligations of merchants and service providers

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 ensure that relevant information provided on a platform accessible to a variety of customers via electronic communication, meets all the requirements for an effective and efficient e-commerce interaction. To demonstrate competency in this unit the person will require access to: • A range of organisational policies, procedures, guidelines, general data, customer service manuals, appropriate organisational structures and individual roles and responsibilities
Context of and specific resources for assessment	Information standards are important for legislative and organisational requirements. Meeting information needs would cover a broad range of varied activities or applications in a variety of contexts, most of which are basic and subject to guidance by the organisation. 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 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

EVIDENCE GUIDE

	in the application and planning of the skills would be characteristic. • Applications may involve responsibility for, and limited organisation of, others.
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. • Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. 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 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: • ICAB4135B Create a simple mark-up language document to specification • ICAS4201B Transfer content to a website using commercial packages • ICAT4184B Ensure site usability for full range of users • ICAT4194B Ensure basic website security

EVIDENCE GUIDE	
	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 • 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.	
Details may include:	• physical address • contact details • web presence information • virtual details for on-line communications
Legislative may include:	• privacy legislation • copyright • liability statements
User may include:	• a person within a department • a department within the organisation • a third party
Web development standards may include:	• Web content accessibility guidelines 1.0 (WCAG)

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RANGE STATEMENT	
	• Authoring tool accessibility guidelines 1.0 (ATAG) • User agent accessibility guidelines 1.0 (UAAG)
Charges may include:	• product/service costs • shipping and handling charges and taxes to the customer prior to finalising orders
Warranty information may include:	• length of warranty • what is covered • what is not covered • who administers the warranty • time limits on warranty coverage
After-sales support may include:	• the nature of service and support • the duration of service and support • who is responsible for it • under what circumstances it is provided, is made available
Standards may include:	• ISO/IEC/AS standards • organisational standards • project standards (for further information refer to the Standards Australia website at: www.standards.com.au)

Unit Sector(s)

Unit sector	Documentation

Co-requisite units

Co-requisite units		

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Competency field

Competency field	

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