



Australian Government

Assessment Requirements for ICTICT407 Maintain website information standards

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- apply current programming practices in the preparation and publishing of the organisation web site
- comply with organisation, legislative and industry requirements
- develop policies applicable to cancellations, returns and refunds
- display a site accessible to a variety of customers via electronic communication
- develop and modify information to meet the requirements for an effective and efficient e-commerce interaction.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline consumer protection legislation
- identify content features, including clarity and readability
- discuss document design, web design and usability
- interpret electronic commerce modelling language
- discuss information architecture principles
- discuss instructional design principles
- identify obligations of merchants and service providers
- identify organisational requirements
- outline privacy legislation.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry, and include access to:

- a range of organisational policies, procedures and guidelines
- customer service manuals and general data
- appropriate organisational structures
- information standards for legislative and organisational requirements
- software and web development tools.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>