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.

Application

This unit describes the skills and knowledge required to publish new content and establish and maintain the accuracy and usability of current content on client websites. It applies to individuals working in the web area who provide support in small to medium enterprises (SMEs).

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare and publish organisational content and information required by industry for 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 organisational information
2. Provide navigation links and payment information	2.1 Ensure website users have navigation links to access appropriate information, regardless of where they are located within the website

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ELEMENT	PERFORMANCE CRITERIA
	2.2 List various payment options on the website
3. Ensure disclosure of policies and services	3.1 Present a clear website statement outlining charges
	3.2 Present warranty information on appropriate screen, prior to finalising orders
	3.3 Provide after-sales support and services information, and direct the website user to its location
	3.4 Ensure website contains policies regarding cancellations, returns and refunds, and associated conditions
4. Communicate product or 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
	4.3 Ensure website provides facilities to communicate to client with minimum delay, details of orders, hold-ups or errors with ordered or cancelled goods or services, information about changed costs or adjustments, and expected date of arrival
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

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1	• Reviews a range of documentation of varying quality to identify information relating to the organisation, organisational responsibilities and legislative requirements

Writing	1.2- 1.4, 2.2, 3.1–3.4, 4.1–4.3, 5.1–5.3	• Uses correct spelling and grammar, plain English, a consistent writing style and industry specific terminology to produce web content to organisational guidelines and to web development standards • Uses the appropriate syntax and conventions to upload content onto the web and modify existing web content
Oral Communication	1.1, 1.4	• Uses simple and relevant language and effective listening and questioning techniques to develop and validate organisational information
Navigate the world of work	1.3	• Takes personal responsibility for adherence to legal/regulatory responsibilities relevant to own work context
Get the work done	1.2-1.4, 2.1, 3.1-3.4, 4.1-4.3, 5.1-5.3	• Uses familiar digital systems and tools to access websites, publish on a website and write hypertext markup language (HTML) code • Applies methodical processes to collect and evaluate organisational information for web publication

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT407 Maintain website information standards	ICAICT407A Maintain website information standards	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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