



Australian Government

Assessment Requirements for ICTICT434 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 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- apply at least three different industry standard programming practices in the preparation, maintenance and publishing of an organisation's website.

In the course of the above, the candidate must:

- comply with organisation, legislative and industry requirements
- develop content to comply with 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 e-commerce interaction requirements.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- consumer protection legislation
- content features including clarity and readability
- electronic commerce modelling language
- information architecture principles required to maintain website information standards
- instructional design principles required to maintain website information standards
- obligations of merchants, service providers and customers in maintaining website information standards
- implementation and testing procedures applicable to:
 - limitations and legislative restrictions display
 - shipping information displays
 - order and cancellation capacity of website
 - client communication facilities

- organisational standards, requirements and documentation required to maintain website information standards
- privacy legislation applicable to maintaining website information standards.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational policies, procedures and guidelines applicable to maintaining website information standards
- customer service manuals and general data
- information standards for legislative and organisational requirements applicable to maintaining website information standards
- software and web development tools.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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