



Australian Government

**Assessment Requirements for ICTSAD504
Implement quality assurance processes for
business solutions**

Release: 1

Assessment Requirements for ICTSAD504 Implement quality assurance processes for business solutions

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:

- plan and implement appropriate processes and procedures to ensure quality expectations are met
- constructs quality standards that can be measured quantitatively and applied universally
- document quality assurance standards
- monitor and review quality assurance standards and processes.

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:

- explain copyright and intellectual property relating to information and communications technology (ICT) systems development
- outline features of business models
- explain the relevance to the development of quality assurance and quality management plans of:
 - International Organization for Standardization (ISO)
 - International Electrotechnical Commission (IEC) standards
 - Australian Standards (AS)
- describe quality concepts applied to ICT
- outline quality improvement processes
- explain techniques of technical performance measurement
- explain the implications of website architecture, including operating system on:
 - privacy
 - accessibility

- equity
- describe the structure of a quality assurance management plan and list the standards that may be included.

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 systems analysis and design field of work, and include access to:

- relevant quality standards
- data related to the business model
- organisational guidelines that apply to quality standards.

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>