



Australian Government

ICTWEB449 Confirm website access and useability

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.

Application

This unit describes the skills and knowledge required to apply the principles of accessibility, useability, privacy and equity in the context of website development.

The unit applies to individuals who provide frontline technical support for ensuring websites are accessible and useable to end users.

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

Unit Sector

Web

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify user requirements and design site user test	1.1 Identify and confirm user expectations through market analysis, business intelligence and customer feedback 1.2 Identify range of users on website and their needs and expectations 1.3 Assess website performance and establish performance potential of website from business requirements and other approved sources 1.4 Establish usability test methods according to business and website requirements and accessibility standards 1.5 Establish performance measurement and success criteria and measure actual performance against user expectations
2. Conduct user test	2.1 Document process performance indicators and benchmarks and disseminate them to a sample group of users

ELEMENT	PERFORMANCE CRITERIA
	2.2 Assemble a full representative range of users and required technologies according to research conducted 2.3 Test site features, navigation and functions according to organisational procedures, policies and user needs 2.4 Confirm website's intended functionality on various browsers and devices 2.5 Confirm user, legal, accessibility, privacy and equity requirements and expectations are met
3. Evaluate user test	3.1 Collate and document site useability testing performance results and measure them against performance indicators and benchmarks according to user expectations 3.2 Identify performance shortfalls and develop performance solutions according to business and user requirements 3.3 Establish evaluation feedback mechanism and provide to users
4. Document results	4.1 Discuss problems with developers and confirm solutions are continuously refined 4.2 Check and confirm proposed solutions meet user and business requirements and address user feedback 4.3 Document and implement final solutions according to organisational procedures and policies and distribute to required personnel

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	Performs mathematical calculations and analyses test and performance data and statistics
Oral communication	Confirms requirements, participates in a verbal exchange of ideas/solutions and uses applicable, detailed and clear language and addresses key personnel and website users
Reading	Analyses and consolidates information and data from a range of sources against defined criteria and requirements and checks accuracy and completeness
Writing	Records information and prepares correspondence and documentation, using clear language and organisational formats and protocols
Teamwork	Selects and uses applicable conventions and protocols when communicating with clients and co-workers in a range of work

SKILL	DESCRIPTION
	contexts
Problem solving	Addresses less predictable problems and initiates standard procedures in response to these problems, applying problem-solving processes in determining solutions
Self-management	- Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements - Elicits feedback and provides feedback to others while testing usability - Takes responsibility for planning, sequencing and prioritising tasks and own workload
Technology	Uses familiar digital technologies and systems to access information, search and enter data and code, present information and communicate with others, cognisant of data security and safety

Unit Mapping Information

Supersedes and is equivalent to ICTWEB422 Ensure website access and useability.

Links

Companion Volume Implementation Guide is found on VETNet -

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