



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICAU1213B Conduct on-line transactions**

**Release: 1**

## ICAU1213B Conduct on-line transactions

### Modification History

Not Applicable

### Unit Descriptor

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| <b>Unit descriptor</b> | <p>This unit defines the competency required to bank, buy or carry out basic consumer transactions online.</p> <p>There may be benefit in concurrent learning of the following unit:</p> <ul style="list-style-type: none"><li>• ICAU1128B Operate a personal computer</li></ul> <p>The following units are linked and form an appropriate cluster:</p> <ul style="list-style-type: none"><li>• ICAU1128B Operate a personal computer</li><li>• ICAU1133B Send and retrieve information using web browsers and email</li><li>• ICAU1204B Locate and use relevant on line information</li><li>• ICAS2243B Detect and protect from spam and destructive software</li></ul> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</p> |
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### Application of the Unit

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| <b>Application of the unit</b> |  |
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### Licensing/Regulatory Information

Refer to Unit Descriptor

## Pre-Requisites

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| <b>Prerequisite units</b> |  |  |
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## Employability Skills Information

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| <b>Employability skills</b> | This unit contains employability skills. |
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## Elements and Performance Criteria Pre-Content

|                                                                   |                                                                                                                                                                                                                                                                                                                  |
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| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
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## Elements and Performance Criteria

| ELEMENT                                          | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                             |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Determine how to undertake online transaction | 1.1. Select a product or service according to business needs<br>1.2. Find an appropriate website to purchase the chosen product<br>1.3. Check the website for information indicating the trustworthiness of the organisation and the security of merchant processes                              |
| 2. Undertake online transaction                  | 2.1. Correctly enter required information into relevant fields on merchant's website<br>2.2. Ensure that all pop-up dialog boxes, prompts or <b><i>feedback mechanisms</i></b> are understood<br>2.3. Enter or check preferred transaction options<br>2.4. Make revisions to transaction options |
| 3. Complete online transaction                   | 3.1. Submit completed information to the website<br>3.2. Record and archive receipts in accordance with business processes<br>3.3. Close down and leave transaction process<br>3.4. Report transaction details to <b><i>appropriate person</i></b>                                               |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- Low-level decision making in relation to selecting appropriate websites
- Reading and writing at a level where basic on-line documents are understood
- Basic numeracy
- Communications relating to on-line transactions
- Interpretation of user prompts

#### Required knowledge

- Use of the internet
- Evaluation and assessment of authority of information and security of merchant processes
- Organisational guidelines on internet and email usage

**REQUIRED SKILLS AND KNOWLEDGE**

- Internet etiquette
- Copyright and intellectual property issues

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Assessment must ensure learner has the ability to commence and successfully complete on-line transactions.

To demonstrate competency in this unit the person will require access to:

- Personal computer with internet connection
- e-business website

#### Context of and specific resources for assessment

Conducting on-line transactions is an increasingly important part of normal business functions as many more goods and services are marketed online. It is expected that on-line transactions will increase as reliance on internet communications expands.

The breadth, depth and complexity of knowledge and skills in this competency would prepare a person to perform a defined range of activities many of which may be routine and predictable.

Assessment must ensure:

- Applications may include a variety of employment related skills including preparatory access and participation skills, broad-based induction skills and/or specific workplace skills. They may also include participation in a team or work group.

#### Method of assessment

The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related

| <b>EVIDENCE GUIDE</b>                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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|                                            | <p>matters is provided in ICA05 Section 1.</p> <ul style="list-style-type: none"> <li>Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency.</li> <li>Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.</li> </ul> |
| <b>Guidance information for assessment</b> | <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> <li>ICAU1128B Operate a personal computer</li> <li>ICAU1133B Send and retrieve information using web browsers and email</li> <li>ICAU1204B Locate and use relevant on-line information</li> <li>ICAS2243B Detect and protect from spam and destructive software</li> </ul> <p>An individual demonstrating this competency would be able to:</p> <ul style="list-style-type: none"> <li>Demonstrate knowledge by recall in a narrow range of areas</li> <li>Demonstrate basic practical skills, such as the use of relevant tools</li> <li>Perform a sequence of routine tasks given clear direction</li> <li>Receive and pass on messages and information</li> </ul>                                                                    |

**EVIDENCE GUIDE**

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|  | <p>Demonstration of these competencies would involve:</p> <ul style="list-style-type: none"> <li>• Demonstrating basic on-line operational knowledge in a moderate range of areas</li> <li>• Applying a defined range of skills using on-line transaction processes to solve predictable problems</li> <li>• Assessing and recording information from varied sources</li> <li>• Taking limited responsibility for outputs in work and learning</li> <li>• Maintain knowledge of industry products and services</li> </ul> |
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**Range Statement****RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

|                                                                       |                                                                                                                                                   |
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| <b><i>Transaction options</i></b> may include but are not limited to: | <ul style="list-style-type: none"> <li>• freight</li> <li>• currency</li> <li>• delivery address</li> <li>• invoice address</li> </ul>            |
| <b><i>Feedback mechanisms</i></b> may include:                        | <ul style="list-style-type: none"> <li>• surveys</li> <li>• questionnaires</li> <li>• interviews</li> <li>• meetings</li> </ul>                   |
| <b><i>Appropriate person</i></b> may include:                         | <ul style="list-style-type: none"> <li>• supervisor</li> <li>• teacher</li> <li>• authorised business representative</li> <li>• client</li> </ul> |

**Unit Sector(s)**

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| <b>Unit sector</b> | Use |
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**Co-requisite units**

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| <b>Co-requisite units</b> |  |  |
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**Competency field**

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| <b>Competency field</b> |  |
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