



Australian Government

Department of Education, Employment and Workplace Relations

ICAWEB419A Develop guidelines for uploading information to a website

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to support the effective operation of a website by establishing content upload guidelines and procedures in the context of site policies.

Application of the Unit

This unit applies to individuals working in the web area who are required to ensure that a website remains operational.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Develop site policies	1.1 Develop and disseminate policies on acceptable usage, security, privacy and copyright issues based on technical security and privacy requirements 1.2 Develop and disseminate roles and responsibilities for updating and loading content and removing redundant information 1.3 Document and disseminate information about the nature of content able to be updated and loaded 1.4 Establish upload documentation and disseminate the processes and procedures for update, loading or removal of content on the site 1.5 Implement automatic and routine updating and archiving procedures
2. Establish updating and loading procedures	2.1 Allocate and make available to contributors directory space to update and load new site content 2.2 Identify and make available for use authoring guides and resources based on cascading style sheets (CSS) and business style guides 2.3 Develop and make available new content templates to be applied by authors for use based on CSS parameters 2.4 Allocate and monitor server permissions 2.5 Identify preferred file transfer protocol (FTP) client based on best fit with technical environment and make available for use 2.6 Customise FTP client to meet requirements 2.7 Identify and develop authoring support tools, such as help files and links 2.8 Disseminate authoring support tools, such as help files and links as necessary
3. Document guidelines	3.1 Develop documentation for loading information, taking into consideration security and privacy 3.2 Document and make available links to recommended support tools 3.3 Automate details of recent updates and loading of information, and document on the site

Required Skills and Knowledge

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

Required skills

- communication skills to liaise and negotiate with colleagues and clients
- literacy skills to:
 - create procedures
 - interpret legislative and standards requirements
 - interpret organisational policy and requirements
- planning and organisational skills to:
 - allocate roles and responsibilities
 - develop guidelines for uploading website content
 - meet organisational and other requirements for uploading site content
- research skills to locate and evaluate available products and services
- technical skills to:
 - analyse websites
 - archive information
 - locate and use authoring guides
 - maintain and administer a website
 - publish on a website
 - transfer files
 - undertake directory maintenance
 - use CSS and content templates
 - use FTP to move data or other files, such as help files or links
 - use website design software
 - write policy.

Required knowledge

- copyright and intellectual property issues
- information architecture
- internet protocols
- procedures for disseminating and documenting technical specifications
- website architecture and business process design and how ebusiness sites fit into corporate strategy.

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 ability to: • develop procedures for uploading and removing website content that: • reflects the strategic intent of the site while maintaining site security and privacy standards • adheres to quality standards for the updating process and data • carries out updates in a secure and convenient manner • research and recommend current industry products and services.
Context of and specific resources for assessment	Assessment must ensure access to: • servers • ebusiness website • FTP software • organisational documentation, requirements and guidelines • appropriate learning and assessment support when required • modified equipment for people with special needs.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of candidate identifying, analysing and evaluating procedures and tools from a variety of sources, such as authoring tools and updating procedures • verbal or written questioning to assess candidate's knowledge of major elements of website design • review of guidelines developed by candidate for uploading content.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed. Indigenous people and other people from a non-English speaking

	background may need additional support. In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.
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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.

Requirements may include:	• application • business • network • people in the organisation • system • advising users of old data being archived and new content that has been posted when updating, loading and removing redundant content.
Content may include information and interactive features, such as:	• background articles • company information • copyright and disclaimer notices • customer only information • customer-specific information • error messages • feedback mechanisms • forms • frequently asked questions • hyperlink titles • instructions • product information • ratings, rankings, testimonials and quotes from reviews • reference pages • site map • what's new.
Documentation may follow:	• audit trails • International Organization for Standardization (ISO), International Electrotechnical Commission (IEC) and Australian Standards (AS) standards • naming standards • project-management templates • report writing principles • version control.
Server may include:	• application and web servers • BEA Weblogic servers

	• email servers • file and print servers • firewall servers • FTP servers • IBM VisualAge and WebSphere • Novell Directory Services (NDS) servers • proxy or cache servers.
<i>File transfer protocol client</i> may include:	• AxY FTP for Windows, Linux and Unix • cftp for Unix • Curl for Unix supports FTP, HTTP, and Telnet • gFTP with GUI for Unix supports FTP, HTTP and SSH • lftp command line FTP for Solaris, IRIX, HP-UX, digital Unix and Linux • Lukemftp command-line FTP supports FTP and HTTP URLs • NcFTP client command-line FTP and HTTP URLs for Solaris, FreeBSD, AIX, Linux.
<i>Details</i> may include:	• author • location and title of new files • time of update.

Unit Sector(s)

Web