



Australian Government

Department of Education, Employment and Workplace Relations

ICAWEB422A Ensure website access and useability

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 ensure that clients with various degrees of disability and with various types of web browsers can access and use a website once a connection has been established.

Application of the Unit

This unit applies to frontline technical support personnel responsible for making sure that a website is available to users.

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. Design a site user test	1.1 Establish usability test methods 1.2 Identify critical business functions 1.3 Identify full range of users 1.4 Confirm user expectations through market analysis, business intelligence and customer feedback 1.5 Establish performance potential of the business from business requirements or other approved sources 1.6 Establish performance measurement and success criteria to measure actual performance against user expectations 1.7 Test site when ready and record outcomes
2. Conduct user test	2.1 Document process performance indicators and benchmarks and disseminate to sample group of users 2.2 Assemble a full representative range of users and preferred technologies to test site features and functions based on the business specification 2.3 Ensure maximum user satisfaction through ease of navigation controls and design 2.4 Ensure user and legal, accessibility, privacy and equity requirements and expectations are met
3. Evaluate user test	3.1 Collate site performance results and measure against performance indicators and benchmarks based on user expectations 3.2 Identify performance shortfalls and ensure acceptable performance solutions are developed according to business requirements 3.3 Establish an evaluation feedback mechanism and provide to users
4. Document results	4.1 Identify solutions to problems during the testing phase 4.2 Discuss problems with developers and ensure solutions are continuously refined 4.3 Ensure proposed solutions meet business requirements and user expectations 4.4 Document final solutions in line with organisational guidelines, and distribute to appropriate person

Required Skills and Knowledge

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

Required skills

- communication skills to liaise with users and website developers
- literacy skills to:
 - document solutions in line with organisational guidelines
 - document test results
 - interpret organisational requirements
- planning and organisational skills to conduct market analysis
- technical skills to:
 - analyse a website
 - analyse the evaluation
 - design and implement technical tests
 - develop a website
 - evaluate tests and give feedback on the evaluation.

Required knowledge

- detailed knowledge of:
 - principles of accessibility and equity in the context of website development
 - technical performance measurement
 - user testing principles and techniques
 - website architecture
 - website privacy
 - website security
 - work load metrics
- overview knowledge of:
 - business process design
 - customer and business liaison
 - electronic commerce modelling language
 - organisational policy and procedures relating to website functionality.

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: • research user needs • design a valid usability test • facilitate the test process and document the results • propose solutions to meet user needs and the current and future needs of the business.
Context of and specific resources for assessment	Assessment must ensure access to: • analysis software • ebusiness website • organisational policy and procedures • requirements documentation • site server • site server software • web servers • 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 designing and conducting a site user test • review of candidate's documented test performance results measured against performance indicators and benchmarks • verbal or written questioning to assess candidate's knowledge of features of benchmark websites provided by candidate for review.
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.

Users may include:	• department within the organisation • person within a department • third party.
Business requirements may refer to:	• application • business • network • people in the organisational system.
Success criteria may include:	• cost implications • technical and logistical considerations • timeframe.
Business specification may include:	• current system functionality • technical requirements • user problem statement.
Requirements may refer to:	• application • business • network • people in the organisation • system • implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs.
Feedback mechanism may include:	• interviews • meetings • questionnaires • surveys.
Solutions may include:	• implementing a new system • new hardware and hardware upgrades • new software and software upgrades • user training.
Problems may refer to:	• application • network • people in the organisation • problems with the business

	• system.
Organisational guidelines may include:	• communication methods • content of emails • dispute resolution • document procedures and templates • downloading information and accessing particular websites • financial control mechanisms • opening mail with attachments • personal use of emails and internet access • virus risk.
Appropriate person may include:	• authorised business representative • client • supervisor.

Unit Sector(s)

Web