



Australian Government

Department of Education, Employment and Workplace Relations

ICAWEB511A Implement quality assurance process for websites

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 develop and conduct a planned and systematic pattern of actions required to provide adequate confidence that websites conform to relevant standards and fulfil client expectations.

Application of the Unit

This unit applies to individuals in the web area who are required to ensure the quality of websites.

Licensing/Regulatory Information

Not applicable.

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. Establish standards	1.1 Identify appropriate regulatory, accessibility, industry and organisational compliance standards 1.2 Develop, quantify, document and disseminate measurable performance standards, from those standards, for all documents 1.3 Establish a centralised, distributed or combined quality assurance methodology 1.4 Determine the specification from which the website was developed 1.5 Establish guidelines for controlling, updating and loading new content onto the website
2. Apply standards and track performance	2.1 Apply all processes as an integral part of the website development process 2.2 Validate site, updates and new content against performance standards, using a wide variety of browsers and tools 2.3 Document and disseminate results 2.4 Provide feedback to web authors, users and administrators on a routine and regular basis
3. Develop and apply continuous improvement process	3.1 Provide performance standards feedback to developers, maintainers and administrators 3.2 Identify below-average or unacceptable performance standards and apply appropriate measures in order to improve performance 3.3 Provide channels for interaction, feedback and suggestions from site users, administrators, developers and maintainers 3.4 Conduct responses to interaction, feedback and suggestion providers 3.5 Develop procedures to identify whether feedback and suggestions are applied and acted upon 3.6 Conduct regular benchmark reviews based on improved performance and disseminate revised benchmarks
4. Document quality assurance practices	4.1 Document quality assurance procedures and processes 4.2 Document quality assurance results 4.3 Document and control changes to procedures, processes and results

Required Skills and Knowledge

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

Required skills

- analytical skills to analyse websites for compliance to legislation and best practice
- communication skills to communicate with clients and web developers
- literacy skills to read standards and produce reports
- technical skills to:
 - develop websites
 - test website design to improve the design and maintenance processes and to ensure that all the client's elements are incorporated into the design
 - test website implementation.

Required knowledge

- business process design and customer and business liaison
- copyright and intellectual property relating to websites
- provisions of privacy legislation relating to websites
- website accessibility and equity legislation
- website architecture and website security
- workload metrics and technical performance measurement.

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: • identify, establish and implement appropriate quality assurance standards to the website • develop and implement a continuous improvement process • develop quantitative standards • document quality assurance standards.
Context of and specific resources for assessment	Assessment must ensure access to: • web servers • ebusiness website • analysis software • automatic testing software • documentation for appropriate regulatory, industry compliance and accessibility standards • 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: • verbal or written questioning to assess knowledge of: • quality assurance • industry website standards • review of candidate's performance benchmarks • evaluation of documented processes and procedures.
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.

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.

Performance standards may include:	• content accuracy and consistency • response time and latency • server response time • structural quality • time lines.
Content may include:	• background articles • company information • copyright and disclaimer notices • customer only information • customer-specific information • error messages • feedback mechanisms • forms • frequently asked questions • hyperlink titles • information • instructions • interactive features • product information • ratings, rankings, testimonials and quotes from reviews • reference pages • site map • what's new.
Browsers may include:	• Galleon • Internet Explorer • Konqueror • Lynx • Mozilla • Netscape Navigator • Opera • Phoenix.
Tools may include:	• cascading style sheet (CSS) check • hypertext markup language (HTML) validating • link checking software

	• spell check.
Users may include:	• person within a department • department within the organisation • third party.

Unit Sector(s)

Web