



Australian Government

ICTICT434 Maintain website information standards

Release: 1

ICTICT434 Maintain website information standards

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 publish new content and establish and maintain accuracy and usability of industry standard content on client websites.

It applies to individuals working in web development and who provide support to small to medium enterprises (SMEs).

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

Unit Sector

General ICT

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. Prepare and publish organisational content and information	1.1 Identify organisational content and information publishing requirements according to organisational requirements 1.2 Plan publishing process including privacy, security and liability statements according to organisational requirements 1.3 Seek plan approval from required personnel 1.4 Publish organisational content and information according to plan
2. Provide navigation links and payment information	2.1 Determine and provide applicable users with access to required information and navigation links 2.2 Determine and list required payment options on website according to organisational requirements

ELEMENT	PERFORMANCE CRITERIA
3. Present and test disclosure of policies and services	3.1 Present website statement outlining charges according to organisational requirements 3.2 Present warranty information on required screen according to organisational requirements 3.3 Provide after-sales support to required users according to organisational requirements 3.4 Test website cancellations, returns and refunds policy listing and accessibility, and amend as required 3.5 Implement and test product and service notifications
4. Provide customer service support systems	4.1 Determine and implement customer service standards guidelines on website according to organisational requirements 4.2 Test website users have accessible website feedback facility method according to organisational requirements 4.3 Test complaints facility receives, records and response 4.4 Document and finalise process according to organisational requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	Reviews a range of documentation of varying quality to identify information relating to the organisation, organisational responsibilities and legislative requirements
Writing	- Uses spelling and grammar, plain English, a consistent writing style and industry specific terminology to produce web content to organisational guidelines and to web development standards - Uploads content onto the web and modifies existing web content using required syntax and conventions
Problem solving	Applies methodical processes to collect and evaluate organisational information for web publication
Self-management	Demonstrates personal responsibility for adherence to legal/regulatory responsibilities applicable to own work context
Technology	Uses digital systems and tools to access websites, publish on a website and write hypertext mark-up language (HTML) code

Unit Mapping Information

Supersedes and is equivalent to ICTICT407 Maintain website information standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTICT434 Maintain website information standards

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- apply at least three different industry standard programming practices in the preparation, maintenance and publishing of an organisation's website.

In the course of the above, the candidate must:

- comply with organisation, legislative and industry requirements
- develop content to comply with policies applicable to cancellations, returns and refunds
- display a site accessible to a variety of customers via electronic communication
- develop and modify information to meet e-commerce interaction requirements.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- consumer protection legislation
- content features including clarity and readability
- electronic commerce modelling language
- information architecture principles required to maintain website information standards
- instructional design principles required to maintain website information standards
- obligations of merchants, service providers and customers in maintaining website information standards
- implementation and testing procedures applicable to:
 - limitations and legislative restrictions display
 - shipping information displays
 - order and cancellation capacity of website
 - client communication facilities

- organisational standards, requirements and documentation required to maintain website information standards
- privacy legislation applicable to maintaining website information standards.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational policies, procedures and guidelines applicable to maintaining website information standards
- customer service manuals and general data
- information standards for legislative and organisational requirements applicable to maintaining website information standards
- software and web development tools.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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