



Australian Government

ICTICT453 Evaluate accessibility of organisational systems, programs and software

Release: 1

ICTICT453 Evaluate accessibility of organisational systems, programs and software

Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Newly created unit of competency to address in-demand skills needs.

Application

This unit describes the skills and knowledge required to evaluate the effectiveness of organisational assistive technologies according to benchmark requirements. It includes developing an evaluation framework to analyse organisational systems, programs and software and make recommendations for improvement.

The unit applies to individuals working in information and communications technology (ICT) roles, including support technicians, user-experience researchers, inclusion officers, human resource generalists and disability access officers.

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. Analyse organisational systems, programs and software	1.1 Confirm work brief and tasks according to organisational policies and procedures 1.2 Obtain access to required organisational systems, programs and software according to work brief 1.3 Source feedback, complaints and existing data on organisational systems, programs and software 1.4 Analyse and discuss the organisational accessibility plan

ELEMENT	PERFORMANCE CRITERIA
	(OAP) and objectives with required personnel according to work brief 1.5 Identify and discuss potential deficiencies in OAP with disability specialists and other required personnel
2. Create evaluation criteria	2.1 Analyse required organisational tasks, data collection methods, outcomes and key performance indicators according to work brief 2.2 Identify gaps to fulfilling assistive technology benchmark requirements according to work brief 2.3 Analyse feedback, complaints and existing data on organisational systems, programs and software 2.4 Document analysis findings and develop framework for evaluation according to work brief
3. Apply evaluation criteria	3.1 Compare organisational systems, programs and software to evaluation framework's benchmark requirements 3.2 Evaluate organisational policies and procedures against evaluation framework 3.3 Document findings according to work brief 3.4 Identify and document opportunities to improve accessibility of organisational systems, programs and software 3.5 Summarise organisational recommendations based on evaluation findings
4. Finalise accessibility evaluation	4.1 Submit evaluation findings and recommendations to workplace diversity and inclusion personnel and any other required personnel 4.2 Discuss evaluation findings with required personnel 4.3 Store completed accessibility evaluation according to organisational policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	Identifies and interprets technical documentation containing industry-specific terminology
Writing	Uses technical vocabulary, grammatical structures and

Skill	Description
	appropriate terminology in organisational documents
Oral communication	• Uses listening and questioning techniques for seeking and responding to feedback
Planning and organising	• Develops plans to manage tasks with an awareness of how they may contribute to longer term operational objectives • Uses systematic, analytical processes in sometimes complex and changing contexts
Technology	• Demonstrates an understanding of principles, concepts, language and practices associated with the digital world and uses them to troubleshoot and understand the uses and potential of new assistive technologies

Unit Mapping Information

No equivalent unit. Newly created unit.

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 ICTICT453 Evaluate accessibility of organisational systems, programs and software

Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Newly created unit of competency to address in-demand skills needs.

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:

- develop at least one evaluation framework for an organisation or work area, where the work must include:
 - an independent evaluation of each of the following:
 - at least one organisational system
 - at least one organisational program
 - at least one organisational software
 - recommendations for at least one improvement to the evaluated organisational system, program and software.

In the course of the above, the candidate must:

- develop evaluation criteria and benchmark requirements for the evaluation framework
- apply required organisational policies and procedures.

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:

- functions, features, and capabilities and application of assistive technology benchmark requirements and standards
- key types of assistive systems, programs and software used in organisations, including:
 - aids, including:
 - mobility aids
 - augmentative communication

- computer access aids
- sensory aids for individuals with vision and hearing impairment
- Job Access With Speech (JAWS)
- ZoomText
- Dragon Naturally Speaking
- VoiceOver
- NonVisual Desktop Access (NVDA)
- semantic hypertext markup language (HTML)
- features of and processes for developing evaluation criteria and frameworks to evaluate organisational systems, programs and software
- benchmark requirements and techniques required for reviewing and evaluating assistive technologies
- sources and types of feedback, complaints and data relevant to organisational systems, programs and software, including:
 - user feedback and complaints
 - human resource data
 - organisational feedback
- methods to compare organisational systems, programs and software
- functions and features of an organisational accessibility plan (OAP)
- organisational requirements for reporting evaluation findings
- organisational policies and procedures and legislative requirements relating to work tasks.

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 systems, programs and software to be evaluated
- OAP, strategy and objectives
- opportunities for interaction with others
- work brief and organisational policies and procedures required to demonstrate the performance evidence.

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

Links

Companion Volume Implementation Guide is found on VETNet - -

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