



Australian Government

ICTWEB422 Ensure website access and useability

Release: 1

ICTWEB422 Ensure website access and useability

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to apply the principles of accessibility and equity in the context of website development.

It applies to individuals who are proficient communicators and who provide frontline technical support for ensuring that websites are accessible to end users.

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

Unit Sector

Web

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. Design a site user test	1.1 Establish the usability test methods 1.2 Identify critical business functions 1.3 Identify the full range of users 1.4 Confirm user expectations through market analysis, business intelligence and customer feedback 1.5 Establish the performance potential of the business, from the business requirements or other approved sources 1.6 Establish the performance measurement and success criteria, to measure actual performance against user expectations 1.7 Test the site when ready and record the outcomes

ELEMENT	PERFORMANCE CRITERIA
2. Conduct the user test	2.1 Document the process performance indicators and benchmarks, and disseminate them to a 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 that user and legal, accessibility, privacy and equity requirements and expectations are met
3. Evaluate the user test	3.1 Collate site performance results and measure them against performance indicators and benchmarks, based on user expectations 3.2 Identify performance shortfalls, and ensure that acceptable performance solutions are developed according to business requirements 3.3 Establish an evaluation feedback mechanism and provide to users
4. Document the results	4.1 Identify solutions to the problems encountered during the testing phase 4.2 Discuss problems with developers and ensure that the solutions are continuously refined 4.3 Ensure that the proposed solutions meet business requirements and user expectations 4.4 Document the final solutions in line with organisational guidelines, and distribute to the appropriate person

Foundation Skills

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

Skill	Performance Criteria	Description
Reading	1.2, 1.3, 1.4, 1.5, 2.2, 3.1, 3.2, 4.3, 4.4	Analyses and consolidates information and data from a range of sources, against the defined criteria and requirements, and checks for accuracy and completeness

Writing	1.5, 1.6, 1.7, 2.1, 3.1, 3.2, 3.3, 4.4	Accurately records information and prepares correspondence, and documentation, using clear language, and organisational formats and protocols
Oral Communication	1.4, 1.5, 4.2, 4.3	Uses listening and questioning skills to confirm understanding for requirements, participates in a verbal exchange of ideas/solutions, and uses appropriate, detailed and clear language, to address key personnel and website users
Numeracy	3.1, 3.2	Performs mathematical calculations to analyse test and performance data, and statistics
Navigate the world of work	2.2, 2.4, 4.4	Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements
Interact with others	2.1-2.3, 3.3, 4.4	- Selects and uses appropriate conventions and protocols, when communicating with clients and co-workers in a range of work contexts - Elicits feedback and provides feedback to others, while testing usability
Get the work done	1.1-1.7, 2.1-2.3, 3.1, 3.2, 4.1-4.3	- Takes responsibility for planning, sequencing and prioritising tasks and own workload, for efficiency and effective outcomes - Addresses less predictable problems, and initiates standard procedures in response to these problems, applying problem-solving processes in determining solutions - Uses familiar digital technologies and systems to access information, search and enter data, and code, present information and communicate with others, cognisant of data security and safety

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTWEB422 Ensure website access and useability	ICAWEB422A Ensure website access and useability	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for ICTWEB422 Ensure website access and useability

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Performance Evidence

Evidence of the ability to:

- research user needs
- design a valid usability test, and set benchmark metrics
- facilitate the test process and document the results
- document and propose solutions, to meet user needs and the current, and future, needs of the business.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the principles of accessibility and equity, in the context of website development
- outline the technical performance measurement of a typical web site
- describe common user testing principles and techniques
- outline the following important considerations for a website:
 - architecture
 - privacy
 - security
- describe workload metrics, and explain the implications for website design
- describe the website design as it applies to:
 - business process
 - customer and business liaison
 - electronic commerce modelling language
- outline the organisational policies and procedures relating to website functionality.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the website technologies field of work, and include access to:

- analysis software
- the e-business website
- the organisational policy and procedures
- the requirements documentation
- a site server
- site server software
- web servers.

Assessors must satisfy NVR/AQTF assessor requirements.

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