



Australian Government

ICTWEB511 Implement quality assurance process for websites

Release: 1

ICTWEB511 Implement quality assurance process for websites

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

It applies to individuals in the web field of work that use highly-developed communication, analysis and technical skills to determine intelligent strategies for ongoing website improvement.

Check the Implementation Guide Companion Volume for details about licensing, legislative or certification requirements.

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. 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 centralised, distributed or combined quality assurance methodology 1.4 Determine specification from which website was developed 1.5 Establish guidelines for controlling, updating and loading new content on to website

ELEMENT	PERFORMANCE CRITERIA
2. Apply standards and track performance	2.1 Apply all processes as integral part of website development process 2.2 Validate site, updates and new content against performance standards, using wide variety of browsers and tools 2.3 Document and disseminate results 2.4 Provide feedback to web authors, users and administrators on 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 to improve performance 3.3 Provide channels for interaction, feedback and suggestions from site users, administrators, developers and maintainers 3.4 Respond appropriately to interaction, feedback and suggestions 3.5 Develop procedures to identify whether feedback and suggestions are applied and acted on 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

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	1.1, 1.4, 2.1, 2.2, 3.2, 3.6	Critically analyses complex documentation from a variety of sources and consolidates information relating to specific criteria to determine requirements
Writing	1.2, 1.3, 1.5, 2.3, 2.4, 3.1, 3.3-3.6, 4.1, 4.2, 4.3	Develops procedural material for a specific audience using clear and detailed language to convey explicit information, requirements and recommendations

		Accurately records information and prepares correspondence and documentation using clear language and organisational formats and protocols
Oral Communication	2.3, 2.4, 3.1, 3.2, 3.3, 3.6	Articulates requirements and strategies via an open line of communication using language appropriate to audience and environment
Numeracy	1.2	Analyses data to quantify response times and time lines when determining performance standards
Navigate the world of work	1.1, 1.2, 1.5, 2.1, 3.2, 4.1, 4.3	- Takes full responsibility for following policies, procedures and legislative requirements, and identifies the organisational implications of new legislation or regulation - Modifies or develops organisational policies and procedures to comply with legislative requirements and organisational goals - Seeks to improve policies and procedures to better meet organisational goals
Interact with others	1.2, 2.3, 2.4, 3.1, 3.3, 3.4, 3.6	- Selects, implements and seeks to improve protocols governing communications to clients and co-workers in a range of work contexts - Implements strategies for a diverse range of colleagues and clients to build rapport and foster strong relationships - Elicits feedback and provides feedback to others
Get the work done	1.3-1.5, 2.2, 2.3, 3.4-3.6	- Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness - Monitors progress of plans and schedules, and reviews and changes them to meet new demands and priorities - Applies systematic and analytical decision-making processes for complex and non-routine situations - Investigates new and innovative ideas as a means to continuously improve work practices and processes through consultation and formal analytical thinking

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

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ICTWEB511 Implement quality assurance process for websites	ICAWEB511A Implement quality assurance process for websites	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 ICTWEB511 Implement quality assurance process for websites

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Performance Evidence

Evidence of the ability to:

- identify, establish and implement appropriate quality assurance standards for the website
- evaluate existing processes and procedures
- develop and implement a continuous improvement process
- develop quantitative standards and performance benchmarks
- document quality assurance standards.

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:

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

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:

- web servers
- an e-business website

- analysis software
- automatic testing software
- documentation for appropriate regulatory, industry compliance and accessibility standards.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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