



**Australian Government**

# **ICTWEB525 Implement quality assurance process for websites**

**Release: 1**

# ICTWEB525 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 6.0. |

## Application

This unit describes the skills and knowledge required to develop and conduct planned and systematic actions to ensure that websites conform to applicable 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.

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. Establish standards                           | 1.1 Identify applicable regulatory, accessibility, industry and organisational compliance standards for websites<br>1.2 Develop and quantify measurable performance standards from those standards<br>1.3 Establish centralised, distributed or combined quality assurance methodology<br>1.4 Determine specification from which website was developed<br>1.5 Establish guidelines for controlling, updating and loading new content on to website<br>1.6 Document established quality assurance procedures and |

| ELEMENT                                             | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                     | processes according to organisational procedures<br>1.7 Confirm standards, guidelines and quality assurance methodology with required personnel and distribute documents as required                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2. Apply standards and track performance            | 2.1 Apply all processes as integral part of website development process<br>2.2 Validate site, updates and new content against performance standards using wide variety of browsers, tools and devices<br>2.3 Document and disseminate results to required personnel<br>2.4 Provide feedback to web authors, users and administrators                                                                                                                                                                                                                                                                                                                                                                    |
| 3. Develop and apply continuous improvement process | 3.1 Provide performance standards feedback to developers, maintainers and administrators<br>3.2 Identify below average and unacceptable performance standards and apply required performance improvement measures<br>3.3 Provide channels for interaction, feedback and suggestions from site users, administrators, developers and maintainers<br>3.4 Respond accordingly to interaction, feedback and suggestions<br>3.5 Develop procedures and identify whether feedback and suggestions are applied and actioned<br>3.6 Conduct regular benchmark reviews based on improved performance and disseminate revised benchmarks<br>3.7 Document and control changes to procedures, processes and results |

## 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                                                                                                                                                                                                                                                                                                               |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Numeracy           | <ul style="list-style-type: none"><li>Analyses data to quantify response times and timelines when determining performance standards</li></ul>                                                                                                                                                                             |
| Oral communication | <ul style="list-style-type: none"><li>Articulates requirements and strategies via an open line of communication using language applicable to audience and environment</li><li>Selects, implements and seeks to improve protocols governing communications to clients and co-workers in a range of work contexts</li></ul> |

| SKILL                     | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading                   | <ul style="list-style-type: none"><li>Analyses complex documentation from a variety of sources and consolidates information applicable to specific criteria</li></ul>                                                                                                                                                                                                                                                                                                                                |
| Writing                   | <ul style="list-style-type: none"><li>Prepares documentation detailing established quality assurance procedures and processes for specific audiences using succinct language according to client requirements and organisational procedures</li></ul>                                                                                                                                                                                                                                                |
| Teamwork                  | <ul style="list-style-type: none"><li>Implements strategies for a diverse range of colleagues and clients to build rapport and foster strong relationships</li></ul>                                                                                                                                                                                                                                                                                                                                 |
| Initiative and enterprise | <ul style="list-style-type: none"><li>Investigates new and innovative ideas to continuously improve work practices and processes through consultation</li></ul>                                                                                                                                                                                                                                                                                                                                      |
| Planning and organising   | <ul style="list-style-type: none"><li>Accepts responsibility for planning and sequencing complex tasks and workload</li><li>Negotiates key aspects with others, including required capabilities, efficiencies and effectiveness</li><li>Monitors progress of plans and schedules and reviews and changes them to meet new demands and priorities</li></ul>                                                                                                                                           |
| Problem solving           | <ul style="list-style-type: none"><li>Applies systematic and analytical decision-making processes for complex situations</li></ul>                                                                                                                                                                                                                                                                                                                                                                   |
| Self-management           | <ul style="list-style-type: none"><li>Takes responsibility for following policies, procedures and legislative requirements and identifies organisational implications of new legislation and regulations</li><li>Modifies and develops organisational policies and procedures to comply with legislative requirements and organisational goals</li><li>Seeks to improve policies and procedures according to organisational goals</li><li>Elicits feedback and provides feedback to others</li></ul> |

## Unit Mapping Information

Supersedes and is equivalent to ICTWEB511 Implement quality assurance process for websites.

## Links

Companion Volume Implementation Guide is found on VETNet -

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