

Unit of Competency**Functional Area: Shipping Documents and Management**

Title	Develop and implement e-commerce procedures
Code	105299L4
Range	This unit of competency is applicable to practitioners in the import and export industry to develop and implement e-commerce procedures to meet the requirements of import and export operations.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of e-commerce operations <ul style="list-style-type: none"> • Describe the import and export operations • Use a range skills to formulate e-commerce plans • Use a range of techniques to develop and implement e-commerce procedures 2.1. Formulate e-commerce plans <ul style="list-style-type: none"> • Identify the objectives of the e-commerce plans • Evaluate the current business functions and processes • Evaluate the current infrastructure capabilities including hardware, software, and database • Identify the needs for new e-commerce system • Identify the types of change, e.g. automation to speed up the performance of existing tasks, rationalisation of procedures to streamline standard operating procedures, or business process reengineering to radical redesign business process • Identify the change in business processes, and management practices • Conduct feasibility to determine the feasibility of the changes • Identify budget requirements to develop and implement the e-commerce procedures 2.2. Develop e-commerce procedures <ul style="list-style-type: none"> • Specify information requirements to identify who needs what information, where, when, and how • Determine how the e-commerce system fulfil the information requirements • Complete the steps of programming and acceptance testing 2.3. Implement e-commerce procedures <ul style="list-style-type: none"> • Identify and select appropriate conversion strategies, e.g. parallel run, direct cutoff, pilot study, or phased approach • Prepare documentation to describe how the e-commerce system works from both technical and end-user standpoints • Complete conversion to make the new e-commerce procedures in operations 3. Evaluate the e-commerce procedures <ul style="list-style-type: none"> • Conduct review to evaluate the e-commerce system • Prepare a post-implementation audit document to determine how well the new system has met its original objectives • Modify and fine-tune the system • Maintenance for the system through changes in hardware, software, documentation, or procedures to correct errors and improve processing efficiency
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of formulating e-commerce plans • Capable of developing and implementing e-commerce procedures • Capable of conducting e-commerce system maintenance
Remark	