

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Website Monitoring and Testing Technology

Title	Implement webpage usability testing
Code	107246L4
Description	Observe and record the relevant information of webpage usage to evaluate the usability of the webpage.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand the concept of webpage usability testing</p> <ul style="list-style-type: none"> • Recognize the types and factors of webpage usability testing, such as learning, efficiency, memory, error rate, satisfaction, etc. • Apply a variety of web usability testing methods, such as prototype test by users during the system development or improvement stage, or through the questionnaire to collect the data to improve the design and achieve the objective of usability. <p>2. Master webpage usability test</p> <ul style="list-style-type: none"> • Perform various types of usability tests such as navigation tests, graphical testing etc. • Quantify the quality of user experience • Collect data for analysis • Prepare the relevant test report <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure the webpage usability test meets international standards such as ISO 9241-11 • Ensure the website design would take into account some usability design guidelines such as the Nielsen guidelines.
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • Understand the types, factors and methods of webpage usability testing. • Master Webpage usability testing to meet the availability requirements.
Remark	