

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Information technology application and support

Title	Develop or upgrade existing e-commerce systems
Code	110734L5
Range	This unit of competency involves IT skills and project management abilities. Practitioners should be able to develop or upgrade existing e-commerce systems according to the company's development direction and legal requirements.
Level	5
Credit	5 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of developing e-commerce systems <ul style="list-style-type: none"> • Understand the importance of protecting website users and online transactions • Master the process of customer searches for information and tourism products • Understand the overall architecture of website content, including website layout, user interface and experience design, website functionality, system capacity and bandwidth, etc. • Understand customer support and channels for expressing opinions 2. Develop or upgrade existing e-commerce systems <ul style="list-style-type: none"> • Organise and categorise information on e-commerce systems for analysis • Design appropriate e-commerce systems based on the company's business scope, business objectives, etc. factors • Review existing e-commerce systems and propose improvement plans • Determine how the website will be managed and user data will be stored • Understand the sources of security threats to e-commerce systems and develop network security and risk management solutions that are suitable for the company 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Develop website content in accordance with the company's development requirements and comply with relevant legislative requirements, such as e-commerce, copyright, and personal privacy, as well as the "Trade Descriptions Ordinance", etc. • Ensure that user data is secure by identifying security threats to the system and applying appropriate data protection measures
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Develop or upgrade existing e-commerce systems according to the company's development direction and legislative requirements; and • Ensure that e-commerce systems meet network security and risk management requirements to protect user data security
Remark	