

## Website Standards

Standard	Standard Achieved	Standard Not Met
Is familiar with contents of website relevant to job	<ul style="list-style-type: none"> <li>• Uses website to gain information needed to carry out job.</li> <li>• Is familiar with top-line headings of site and can direct callers to relevant areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Does not use website, or uses website infrequently. Always asks for assistance to find pages.</li> <li>• Has no idea where common content (forms, online register) might be, or how to find them.</li> </ul>
Confidently refers callers to web-pages that address their needs.	<ul style="list-style-type: none"> <li>• Checks that registrant has internet access, directs them clearly to page required, describing where they need to go, and in which section.</li> </ul>	<ul style="list-style-type: none"> <li>• Tells registrants 'it's on the website' with no further information given.</li> <li>• Does not refer registrants to the website.</li> </ul>
Participates in keeping website relevant, and up-to-date.	<ul style="list-style-type: none"> <li>• Checks information on-line, discusses online info with colleagues in light of contact with registrants – could it be improved?</li> <li>• Suggests amendments, additions, either to registration manager, or to Web Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Does not note down and inform if information is inaccurate.</li> <li>• Does not suggest updates or changes.</li> </ul>



ERROR: undefinedfilename  
OFFENDING COMMAND: c

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