



## COMPETENCY STANDARD

# Web Design and Development Level: 03

(ICT Sector)

Competency Standard Code: CS-ICT-WDD-L3-EN-V2



**National Skills Development Authority**  
**Chief Adviser's Office**  
**Government of the People's Republic of Bangladesh**



## Copyright

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This Competency Standard for **Web Design and Development** is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order to meet the qualification of individuals who graduated through the established standard via competency-based assessment for a relevant job.

This document has been developed by NSDA in association with ICT Sector ISC, industry representatives, academia, related specialist, trainer and related employee.

Public and private institutions may use the information contained in this standard for activities benefitting Bangladesh.

## Introduction

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The NSDA aims to enhance an individual's employability by certifying completeness with skills. NSDA works to expand the skilling capacity of identified public and private training providers qualitatively and quantitatively. It also aims to establish and operationalize a responsive skills ecosystem and delivery mechanism through a combination of well-defined set of mechanisms and necessary technical supports.

Key priority economic growth sectors identified by the government have been targeted by NSDA to improve current job skills along with existing workforce to ensure required skills to industry standards. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training program. " **Web Design and Development** " is selected as one of the priority occupations of ICT Sector. This standard is developed to adopt a demand driven approach to training with effective inputs from Industry Skills Councils (ISC's), employer associations and employers.

Generally, a competency standard informs curriculum, learning materials, assessment and certification of trainees enrolled in Skills Training. Trainees who successfully pass the assessment will receive a qualification in the Bangladesh National Qualification Framework (BNQF) and will be listed on the NSDA's online portal.

This competency standard is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements. A series of stakeholder consultations, workshops were held to develop this document.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding Elements.

## Overview

A competency standard is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:

- provide a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials
- enable industry recognised qualifications to be awarded through direct assessment of workplace competencies
- encourage the development and delivery of flexible training which suits individual and industry requirements
- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of representative from NSDA, Key Institutions, ISC, and industry experts to identify the competencies required of an occupation in Informal Sector.

Competency standards describe the skills, knowledge and attitude needed to perform effectively in the workplace. CS acknowledge that people can achieve technical and vocational competency in many ways by emphasizing what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:

- unit title
- nominal duration
- unit code
- unit descriptor
- elements and performance criteria
- variables and range statement
- curricular content guide
- assessment evidence guides

Together, all the parts of a unit of competency:

- describe a work activity
- guide the assessor to determine whether the candidate is competent or not yet competent

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key components of a unit of competency, including:

- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements
- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide.

## Competency Standards for National Skills Certificate- Level-4 in Web Design and Development in ICT Sector

### Level Descriptors of BNQF 1-6

Level & Job Classification	Knowledge Domain	Skills Domain	Responsibility Domain
6-Mid-Level Manager/ Sub Assistant Engineer	Comprehensive actual and theoretical knowledge within a specific work or study area with an awareness of the validity and limits of that knowledge, able to analyse, compare, relate and evaluate.	Specialised and wider range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems. Communicate professional issues and solutions to the team and to external partners/users.	Work under broad guidance and self-motivation to execute strategic and operational plan/s. Lead lower-level management. Diagnose and resolve problems within and among work groups.
5-Supervisor	Broad knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to scrutinize and break information into parts by identifying motives or causes.	Broad range of cognitive and practical skills required to generate solutions to specific problems in one or more work or study areas. Communicate practice-related problems and possible solutions to external partners.	Work under guidance of management and self-direction to resolve specific issues. Lead and take responsibility for the work and actions of group/team members. Bridge between management.
4-Highly Skilled Worker	Broader knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to solve problems to new situations by comparing and applying acquired knowledge.	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying the full range of methods, tools, materials and information. Communicate using technical terminology and IT technology with partners and users as per workplace requirements.	Work under minimal supervision in specific contexts in response to workplace requirements. Resolve technical issues in response to workplace requirements and lead/guide a team/ group.
3-Skilled Worker	Moderately broad knowledge in a specific work or study area, able to perceive ideas and abstract from drawing and design according to workplace requirements.	Basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools. Communicate with his team and limited external partners upholding the values, nature and culture of the workplace	Work or study under supervision with considerable autonomy. Participate in teams and responsible for group coordination.
2-Semi Skilled Worker	Basic understanding of underpinning knowledge in a specific work or study area, able to interpret and apply common occupational terms and instructions.	Skills required to carry out simple tasks, communicate with his team in the workplace presenting and discussing results of his work with required clarity.	Work or study under supervision in a structured context with limited scope of manipulation
1 –Basic Skilled Worker	Elementary understanding of ability to interpret the underpinning knowledge in a specific study area, able to interpret common occupational terms and instructions.	Specific Basic skills required to carry out simple tasks. Interpret occupational terms and present the results of own work within guided work environment/ under supervision.	Work under direct supervision in a structured context with limited range of responsibilities.

## List of Abbreviations

<b>General</b>	
NSDA	National Skills Development Authority
BMET	Bureau of Manpower Employment and Training
ILO	International Labor Organization
ISC	Industry Skills Council
NPVC	National Pre-Vocation Certificate
NSQF	National Skills Qualifications Framework
PPP	Public Private Partnership
SCVC	Standards and Curriculum Validation Committee
SEIP	Skills for Employment Investment Program
STP	Skills Training Provider
UoC	Unit of Competency
GU	Generic Unit
SU	Sector Unit
OU	Occupation Unit

## Approval of Competency Standard

Approved by  
--<sup>th</sup> Executive Committee (EC) Meeting of NSDA  
Held on --- 2025

Deputy Director (Admin)  
and  
Officer of Secretarial Duties for EC Meeting  
National Skills Development Authority

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## Competency Standards for National Skill Certificate-3 of **Web Design and Development** under ICT Sector

### Course Structure

SL	Unit Code and Title		UoC Level	Nominal Duration (Hours)
<b>Generic Units of Competencies</b>				<b>20</b>
1.	GU-09-L4-V1	Practice Negotiation Skills	3	20
<b>Sector-Specific Units of Competencies</b>				<b>60</b>
2.	SU-ICT-10-L2-V1	Practice Occupational Safety and Health (OSH) in ICT Workplace	2	15
3.	SU-ICT-04-L3-V1	Comply with ethical standards in ICT Workplace	3	15
4.	SU-ICT-05-L4-V1	Manage End-to-End Freelance Projects and Client Contracts	3	30
<b>Occupation-Specific Units of Competencies</b>				<b>360</b>
5.	OU-ICT-WDD-01-L4-V2	Apply Advanced Communication and Presentation Skills for Design and Development Proposals	3	20
6.	OU-ICT-WDD-02-L4-V2	Prepare for Web Design and Development Work	3	20
7.	OU-ICT-WDD-03-L4-V2	Design and Develop Web Pages Using HTML, CSS and JavaScript	3	140
8.	OU-ICT-WDD-04-L4-V2	Use Web Graphics and Medias	3	40
9.	OU-ICT-WDD-05-L4-V2	Develop Dynamic Website Using CMS and No-Code Builder	3	100
10.	OU-ICT-WDD-06-L4-V2	Deploy and Maintain Websites	3	40
<b>Sub Total</b>				<b>440</b>
<b>Workplace visit</b>				<b>20</b>
<b>Total Nominal Learning Hours</b>				<b>460</b>

## Units Of Competency & Elements at Glance

### Generic Units of Competencies

Unit of Competency	Elements of Competency	Duration (Hours)
Apply Advanced Communication and Presentation Skills for Design and development Proposals	<ol style="list-style-type: none"> <li>1. Interpret and Analyze Design and development Proposal Requirements</li> <li>2. Plan Communication and Presentation Strategy</li> <li>3. Develop Persuasive and Professional Proposal Content</li> <li>4. Deliver Engaging and Confident Presentations</li> <li>5. Evaluate and Improve Communication Effectiveness</li> </ol>	20

### Sector Specific Units of Competency

Unit of Competenc	Elements of Competency	Duration (Hours)
Practice Occupational Safety and Health (OSH) Standard in ICT Workplace	<ol style="list-style-type: none"> <li>1. Identify hazards and risks in the ICT Environment</li> <li>2. Apply Personal Health and Safety Practices</li> <li>3. Manage and Report Hazards</li> <li>4. Respond to Emergencies</li> </ol>	15
Comply with Ethical Standards in IT Workplace	<ol style="list-style-type: none"> <li>1. Interpret the interest of clients</li> <li>2. Deliver quality products and services</li> <li>3. Demonstrate professionalism in IT sector</li> <li>4. Comply workplace code of conduct</li> </ol>	15
Manage End-to-End Freelance Projects and Client Contracts	<ol style="list-style-type: none"> <li>1. Establish Client Requirements and Project Scope</li> <li>2. Negotiate and Formalize Client Contracts</li> <li>3. Plan and Organize Project Workflow</li> <li>4. Execute, Monitor and Present Project Progress</li> <li>5. Deliver Final Outputs and Close the Project</li> <li>6. Maintain Client Relationships and Post-Project Services</li> </ol>	30

### Occupation Specific Units of Competency

Sl. No.	Unit of Competency	Elements of Competency	Duration (Hours)
1.	Apply Communication and Presentation Skills for Design and Development	<ol style="list-style-type: none"> <li>1. Interpret and Analyze Design Proposal Requirements</li> <li>2. Plan Communication and Presentation Strategy</li> <li>3. Develop Persuasive and Professional Proposal Content</li> <li>4. Deliver Engaging and Confident Presentations</li> <li>5. Evaluate and Improve Communication Effectiveness</li> </ol>	
2.	Prepare for Web Design and Development Work	<ol style="list-style-type: none"> <li>1. Gather website requirements</li> <li>2. Prepare work environment &amp; tools</li> <li>3. Collect &amp; organize web design and development resources</li> </ol>	
3.	Develop Web Pages Using HTML, CSS and Basic JavaScript	<ol style="list-style-type: none"> <li>1. Define project objectives and content structure</li> <li>2. Plan for developing Web pages</li> <li>3. Create basic web structure using HTML</li> <li>4. Apply CSS for layout and styling</li> <li>5. Add interactivity using JavaScript</li> </ol>	
4.	Use and Modify Web Graphics and Media	<ol style="list-style-type: none"> <li>1. Prepare for using graphics</li> <li>2. Modify and use graphics</li> <li>3. Produce optimized web media</li> </ol>	
5.	Develop Dynamic Website Using CMS and No-code builders.	<ol style="list-style-type: none"> <li>5. Plan and prepare for developing a CMS project</li> <li>6. Develop CMS project</li> <li>7. Develop interactive website using no-code builder</li> <li>8. Perform testing of the site</li> </ol>	
6.	Deploy and Maintain Website	<ol style="list-style-type: none"> <li>1. Test website functionality and debug pages</li> <li>2. Publish website</li> <li>3. Perform speed optimization final testing</li> <li>4. Perform basic updates &amp; maintenance</li> </ol>	

## **Generic Units of Competency**

<b>Unit Code and Title</b>	<b>GU09L3V1: Practice Negotiation Skills</b>
<b>Nominal Hours</b>	<b>20 Hours</b>
<b>Unit Descriptor</b>	This unit covers the knowledge, skills and attitudes required to practice negotiation skills. It specifically includes – planning negotiations and participating in negotiations.
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables Training Components
1. Plan negotiations	<p>1.1 Information on <b><u>preparing for negotiation</u></b> is identified and included in the plan.</p> <p>1.2 Information on creating <b><u>non-verbal environments</u></b> for positive negotiating is identified and included in the plan.</p> <p>1.3 Information on <b><u>active listening</u></b> is identified and included in the plan.</p> <p>1.4 Information on different <b><u>questioning techniques</u></b> is identified and included in the plan.</p> <p>1.5 Information is checked to ensure it is correct and up-to-date.</p>
2. Participate in negotiations	<p>2.1 Criteria for successful outcome are agreed upon by all parties.</p> <p>2.2 Desired outcome of all parties is considered.</p> <p>2.3 Appropriate language is used throughout the negotiation.</p> <p>2.4 A variety of questioning techniques are used.</p> <p>2.5 The issues and processes are documented and agreed upon by all parties.</p> <p>2.6 Possible solutions are discussed and their viability assessed.</p> <p>2.7 Areas for agreement are confirmed and recorded.</p> <p>2.8 Follow-up action is agreed upon by all parties.</p>
<b>Range of Variables</b>	
<b>Variable</b>	<b>Range (May include but not limited to)</b>
1. Preparing for negotiation	<p>1.1 Background information on other parties to the negotiation</p> <p>1.2 Good understanding of topic to be negotiated</p> <p>1.3 Clear understanding of desired outcome/s</p> <p>1.4 Personal attributes</p> <p>    1.4.1 Self esteem</p> <p>    1.4.2 Self esteem</p> <p>    1.4.3 Objectivity</p> <p>    1.4.4 Empathy</p> <p>    1.4.5 Respect for others</p> <p>1.5 Interpersonal skills</p> <p>    1.5.1 Listening / reflecting</p> <p>    1.5.2 Non-verbal communication</p> <p>    1.5.3 Assertiveness</p> <p>    1.5.4 Behavior labeling</p> <p>    1.5.5 Testing understanding</p>

	<ul style="list-style-type: none"> <li>1.5.6 Seeking information</li> <li>1.5.7 Self-disclosure</li> <li>1.6 Analytic skills <ul style="list-style-type: none"> <li>1.6.1 Observing differences between content and process</li> <li>1.6.2 Identifying bargaining information</li> <li>1.6.3 Applying strategies to manage process</li> <li>1.6.4 Applying steps in negotiating process</li> <li>1.6.5 Strategies to manage conflict</li> <li>1.6.6 Steps in negotiating process</li> </ul> </li> <li>1.7 Options within organization and externally for resolving conflict</li> </ul>
2. Non-verbal environments	<ul style="list-style-type: none"> <li>2.1 Friendly reception</li> <li>2.2 Warm and welcoming room</li> <li>2.3 Refreshments offered</li> <li>2.4 Lead in conversation before negotiation begins</li> </ul>
3. Active listening	<ul style="list-style-type: none"> <li>3.1 Attentive</li> <li>3.2 Don't interrupt</li> <li>3.3 Good posture</li> <li>3.4 Maintain eye contact</li> <li>3.5 Reflective listening</li> </ul>
4. Questioning techniques	<ul style="list-style-type: none"> <li>4.1 Direct</li> <li>4.2 Indirect</li> <li>4.3 Human Open-ended</li> </ul>
<p><b>Evidence Guide</b></p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<p>Assessment required evidences that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 demonstrated sufficient knowledge of the factors influencing negotiation to achieve agreed outcome.</li> <li>1.2 participated in negotiation with at least one person to achieve an agreed outcome.</li> </ul>
2. Underpinning knowledge	<ul style="list-style-type: none"> <li>3.1 Codes of practice and guidelines for the organization.</li> <li>3.2 Organization policy and procedures for negotiations.</li> <li>3.3 Decision making and conflict resolution strategies procedures.</li> <li>3.4 Problem solving strategies on how to deal with unexpected questions and attitudes during negotiation.</li> <li>3.5 Flexibility.</li> <li>3.6 Empathy.</li> </ul>
4 Underpinning skill	<ul style="list-style-type: none"> <li>3.1 Interpersonal skills to develop rapport with other parties.</li> <li>3.2 Communication skills (verbal and listening).</li> <li>3.3 Observation skills.</li> <li>3.4 Negotiation skills.</li> </ul>
4. Required attitude	<ul style="list-style-type: none"> <li>5.1 Commitment to occupational health and safety</li> <li>5.2 Environmental concerns</li> </ul>

	5.3 Eagerness to learn 5.4 Tidiness and timeliness 5.5 Respect for rights of peers and seniors in workplace 5.6 Communication with peers and seniors in workplace
6 Resource implication	The following resources <b>MUST</b> be provided: 5.1 Workplace (actual or simulated). 5.2 Human resources (negotiators).
6. Methods of assessment	7.1 Demonstration 7.2 Oral questioning 7.3 Written test
8 Context of assessment	8.1 Competency assessment must be done in a training center or in an actual or simulated work place after Completion of the training module. 8.2 Assessment should be done by a certified assessor
<b>Accreditation Requirements</b> Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

## **Sector-Specific Units of Competency**

<b>Unit Code and Title</b>	<b>SU-ICT-10-L2-V1 : Practice Occupational Safety and Health (OSH) Standard in ICT Workplace</b>
<b>Unit Descriptor</b>	This unit covers the knowledge, skills, and attitudes required to Practice Occupational Safety and Health (OSH) Standards in ICT. It includes identifying hazards and risk in the ICT Environment, applying Personal Health and Safety Practices, managing and Report Hazards, and responding to Emergencies
<b>Nominal Hours</b>	<b>15 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b>
1. Identify hazards and risks in the ICT Environment	<p>1.1 <b><u>Common safety and health risks</u></b> specific to IT workplaces are identified.</p> <p>1.2 <b><u>Workplace types and layout</u></b> and <b><u>conditions</u></b> are assessed for compliance with OSH standards.</p> <p>1.3 Types and appropriate usage of <b><u>Personal Protective Equipment (PPE)</u></b> for IT-related tasks are identified.</p> <p>1.4 <b><u>Hazards</u></b> are identified in the ICT environment</p>
2. Apply Personal Health and Safety Practices	<p>2.1 <b><u>Ergonomically sound practices</u></b> are implemented including proper workstation setup and posture.</p> <p>2.2 <b><u>Preventive measures</u></b> are taken to reduce physical and mental strain.</p> <p>2.3 Cleanliness and orderliness in the workplace are maintained to reduce risks.</p> <p>2.4 Personal Protective Equipment (PPE) is worn and stored properly after use.</p> <p>2.5 Workplace safety conditions are inspected and issues are reported to the designated authority.</p>
3. Manage and Report Hazards	<p>3.1 Routine checks of the immediate work area are conducted to identify hazards and risks.</p> <p>3.2 <b><u>Corrective actions</u></b> are taken to mitigate risks within the scope of responsibility.</p> <p>3.3 Internet and social media addiction is minimized to enhance workplace focus and safety.</p> <p>3.4 Detail records of incidents, hazards, and corrective actions are maintained as per workplace standard</p> <p>3.5 Hazards, risks, and incidents are reported accurately and promptly to the designated authority.</p>

4. Respond to Emergencies	<p>4.1 <b>Emergencies</b> are identified and reported according to workplace protocols.</p> <p>4.2 <b>Workplace emergency response procedures</b> are followed effectively as per organizational policy during incidents.</p> <p>4.3 Basic first aid is administered or assistance is sought from qualified personnel as required.</p>
Range of Variables	
<b>Variable</b>	<b>Range</b> (may include but not limited to):
1. Common safety and health risks	<p>1.1 Ergonomics</p> <p>1.2 Repetitive strain injuries</p> <p>1.3 Eye strain</p> <p>1.4 Radiation</p> <p>1.5 Carpal tunnel syndrome</p> <p>1.6 Electrical hazards.</p>
2. Workplace Type and layout	<p>2.1 Hardware servicing labs</p> <p>2.2 Software development rooms</p> <p>2.3 IT Training Lab</p> <p>2.4 Server room</p> <p>2.5 Networking infrastructure</p>
3. Personal Protective Equipment (PPE)	<p>3.1 Aprons,</p> <p>3.2 Earplugs</p> <p>3.3 Face mask</p> <p>3.4 UV-protected eye ware</p> <p>3.5 Anti-static wristband</p> <p>3.6 Anti-static shoes.</p> <p>3.7 Gloves</p>
4. Hazards	<p>4.1 Physical Hazard</p> <p>4.2 Cables across the floor</p> <p>4.3 Slippery floor</p> <p>4.3 Dust</p> <p>4.4 Mechanical Hazard (Computer Case )</p> <p>4.5 Chemical Hazard</p> <p>4.5.1 Display cleaning chemical</p> <p>4.5.2 Keyboard cleaning chemical</p>
5. Ergonomically sound practices	<p>5.1 Using adjustable seating</p> <p>5.2 Maintaining proper posture</p> <p>5.3 Ensuring proper lighting.</p>
6. Preventive measures	<p>6.1. Regular breaks</p> <p>6.2. Adequate lighting</p> <p>6.3. Time management</p> <p>6.4. Ergonomic furniture</p> <p>6.5. Adequate ventilation</p>

7. Emergencies	<ul style="list-style-type: none"> <li>7.1 Equipment failures/malfunctions</li> <li>7.2 Fires</li> <li>7.3 Electrical fires</li> <li>7.4 Explosions</li> <li>7.5 Natural disasters.</li> </ul>
8. Workplace emergency response procedures	<ul style="list-style-type: none"> <li>8.1 First aid</li> <li>8.2 Emergency treatment</li> <li>8.3 Firefighting protocols</li> <li>8.4 Evacuation plans</li> </ul>
<b>Evidence Guide</b>	
4. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Identified and mitigated OSH issues in IT workplaces.</li> <li>1.2 Ensured a safe and hygienic work environment.</li> <li>1.3 Reported hazards and followed emergency procedures.</li> <li>1.4 Prevented and addressed social media/internet addiction.</li> <li>1.5 Demonstrate the ability to identify and manage workplace hazards.</li> <li>1.6 Demonstrated observance of safety procedures and ergonomic practices.</li> <li>1.7 Followed emergency response procedures effectively.</li> </ul>
2. Underpinning knowledge	<ul style="list-style-type: none"> <li>2.1 OSH policies, regulations, and standards for IT workplaces.</li> <li>2.2 Common hazards in IT environments</li> <li>2.3 Emergency response procedures and safety protocols.</li> <li>2.4 Principles of Occupational Safety and Health (OSH).</li> <li>2.5 Common IT workplace hazards and associated risks</li> <li>2.6 Workplace safety regulations and organizational policies</li> </ul>
3. Underpinning skills	<ul style="list-style-type: none"> <li>3.1 Safe operation and maintenance of IT equipment and tools</li> <li>3.2 Practical application of ergonomic practices</li> <li>3.3 Documenting incidents and communicating with relevant personnel</li> <li>3.4 Effective communication of safety concerns to peers and supervisors</li> <li>3.5 Ability to respond promptly to emergencies</li> </ul>

4. Required attitudes	4.1 Commitment to maintaining a safe and healthy work environment 4.2 Proactive approach to identifying and mitigating risks 4.3 Accountability for personal and workplace safety 4.4 Cooperation and respect for peers, supervisors, and safety policies 4.5 Willingness to participate in training and continuous improvement efforts 4.6 Mindfulness to avoid workplace distractions like excessive use of social media
5. Resource implication	5.1 IT workplace setup (actual or simulated). 5.2 PPE and safety equipment. 5.3 Workplace policies and emergency response documentation.
6. Methods of Assessment	6.1 Written Test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1. Competency assessment must be done in NSDA accredited center. 7.2. Assessment should be done by NSDA certified/ nominated assessor
<b>Accreditation Requirements</b> Training Providers must be accredited by the National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

<b>Unit code and Title</b>	<b>SU-ICT-04-L3-V1: Comply with Ethical Standards in IT Workplace</b>
<b>Unit Descriptor</b>	This unit covers the knowledge, skills and attitudes required to comply with ethical standards in IT workplace. It specifically includes interpret the interest of clients; deliver quality products and services; demonstrate professionalism in IT sector; and comply workplace code of conduct.
<b>Nominal Hours</b>	<b>15 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b>Bold &amp; Underlined</b> terms are elaborated in the Range of Variables
1. Interpret the interest of clients	1.1 Client's view is interpreted and respected 1.2 Confidentiality of information is upheld in accordance with organizational policies, <b><u>national legislation</u></b> and workplace policies 1.3 Potential conflicts of interests are identified and informed to proper authority
2. Deliver quality products and services	2.1 Benchmark of product and service quality is identified 2.2 Need of quality product and service delivery is interpreted 2.3 Quality process to develop quality products and services is implemented following Industry and international standards
3. Demonstrate professionalism in IT sector	3.1 Agreed standards to deliver product or services are followed and commitment to deadlines is honoured 3.2 Professional image in the workplace is projected 3.3 Clients are negotiated effectively
4. Comply workplace code of conduct	4.1 IT security compliance is achieved 4.2 Workplace code of conduct is interpreted 4.3 Code of conduct is followed as stated in company guidelines in the workplace
<b>Range of Variables</b>	
<b>Variable</b>	<b>Range</b> (may include but not limited to):

1. National Legislation	<ul style="list-style-type: none"> <li>1.1 Industry / sector code of ethics</li> <li>1.2 International and national guidelines for consumer protection</li> <li>1.3 International and national copyright laws</li> <li>1.4 Occupational health and safety requirements</li> <li>1.5 Intellectual property rights law</li> <li>1.6 Legal and regulatory policies in the information technology sector</li> <li>1.7 Fire safety rules and regulations</li> </ul>
<p><b>Evidence Guide</b> The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency.</p>	
1. Critical aspects of Competency	<ul style="list-style-type: none"> <li>1.1 Complied to client’s satisfaction</li> <li>1.2 Demonstrated professionalism in the workplace</li> <li>1.3 Followed workplace code of conduct</li> </ul>
2. Underpinning knowledge	<ul style="list-style-type: none"> <li>2.1 Details of professional code of conduct in the workplace</li> <li>2.2 Industry and international standards</li> </ul>
3. Underpinning skills	<ul style="list-style-type: none"> <li>3.1 Complying client’s satisfaction</li> <li>3.2 Interpreting quality product and services</li> <li>3.3 Demonstrating professionalism in the workplace</li> <li>3.4 Maintaining workplace code of conduct</li> </ul>
4. Underpinning attitudes	<ul style="list-style-type: none"> <li>4.1 Commitment to occupational health and safety</li> <li>4.2 Promptness in carrying out activities</li> <li>4.3 Sincere and honest to duties</li> <li>4.4 Environmental concerns</li> <li>4.5 Eagerness to learn</li> <li>4.6 Tidiness and timeliness</li> <li>4.7 Respect for rights of peers and seniors in workplace</li> <li>4.8 Communication with peers and seniors in workplace</li> </ul>
5. Resource implications	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> <li>5.1 Workplace (actual or simulated)</li> <li>5.2 Personal computer and peripherals</li> <li>5.3 Software</li> <li>5.4 Projector</li> </ul>
6. Methods of assessment	<p>Methods of assessment may include but not limited to:</p> <ul style="list-style-type: none"> <li>6.1 Demonstration</li> <li>6.2 Oral questioning</li> <li>6.3 Written test</li> <li>6.4 Portfolio</li> </ul>

<p>7. Context of assessment</p>	<p>7.1 Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module</p> <p>7.2 Assessment should be done by NSDA certified assessor</p>
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of BNQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

<b>Unit Code and Title</b>	<b>SU-ICT-05-L3-V1 : Manage End-to-End Freelance Projects and Client Contracts</b>
<b>Unit Descriptor</b>	This unit covers the competencies required to Manage End-to-End Freelance projects and client contracts . It also includes establish client requirements and project scope, negotiate and formalize client contracts, plan and organize project workflow, execute, monitor and present project progress, deliver final outputs and close the project, maintain client relationships and post-project services
<b>Nominal Hours</b>	<b>20 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables)
1. Establish Client Requirements and Project Scope	<p>1.1 <b><u>Client needs</u></b>, objectives, and expectations are identified and documented accurately.</p> <p>1.2 Project deliverables, constraints, and scope boundaries are defined in consultation with the client.</p> <p>1.3 Relevant resources, timelines, and budget considerations are assessed to align with client requirements.</p> <p>1.4 Potential risks, challenges, and dependencies are recognized and recorded for project planning.</p> <p>1.5 Agreed project scope and requirements are communicated and confirmed with the client prior to project initiation.</p>
2. Negotiate and Formalize Client Contracts	<p>2.1 Contract terms, deliverables, timelines, and fees are negotiated with the client to reach mutual agreement.</p> <p>2.2 Legal, regulatory, and organizational requirements are reviewed and incorporated into the contract.</p> <p>2.3 Risks, responsibilities, and obligations of both parties are identified and documented.</p> <p>2.4 Contract drafts are prepared, reviewed, and amended to ensure clarity and compliance.</p> <p>2.5 Final <b><u>contracts</u></b> are formalized and approved by all relevant parties before project commencement.</p>
3. Plan and Organize Project Workflow	<p>3.1 Project tasks, milestones, and deliverables are identified and prioritized according to client requirements and deadlines.</p> <p>3.2 Resources, tools, and technologies required for project execution are allocated and scheduled effectively.</p> <p>3.3 Workflow sequences and dependencies are mapped and documented to ensure smooth project progression.</p> <p>3.4 Responsibilities and roles are assigned and communicated to relevant stakeholders or team members.</p> <p>3.5 Project timelines, schedules, and checkpoints are monitored</p>

	and adjusted as needed to maintain workflow efficiency.
4. Execute, Monitor and Present Project Progress	<p>4.1 Project tasks and activities are executed in accordance with the approved workflow and schedule.</p> <p>4.2 Project progress, deliverables, and milestones are monitored against timelines, quality standards, and client expectations.</p> <p>4.3 Issues, risks, and deviations are identified, recorded, and addressed promptly to maintain project alignment.</p> <p>4.4 Progress reports, updates, and presentations are prepared and delivered to clients or stakeholders as required.</p> <p>4.5 <u>Feedback from clients or stakeholders</u> is collected, analyzed, and incorporated to inform ongoing project execution.</p>
5. Deliver Final Outputs and Close the Project	<p>5.1 Final project deliverables are reviewed and verified for quality, accuracy, and compliance with client requirements.</p> <p>5.2 Completed outputs are submitted and handed over to the client according to agreed terms.</p> <p>5.3 Client feedback and approvals are collected and documented to confirm project acceptance.</p> <p>5.4 Project documentation, records, and financials are finalized, organized, and archived.</p> <p>5.5 Lessons learned, project performance, and improvement recommendations are analyzed and recorded for future projects.</p>
6. Maintain Client Relationships and Post-Project Services	<p>6.1 Ongoing communication and follow-ups are maintained with clients to ensure satisfaction and address post-project needs.</p> <p>6.2 Client inquiries, feedback, and service requests are responded to and resolved promptly and professionally.</p> <p>6.3 Opportunities for repeat business, referrals, or additional services are identified and documented for future engagement.</p>
<b>Range of Variables</b>	
<b>Variable</b>	<b>Range</b> (may include but not limited to):
1. Client's Need	<p>1.1. Business Needs</p> <p>1.2. Functional Needs</p> <p>1.3. Technical Needs</p> <p>1.4. Content Needs</p> <p>1.5. UX/UI &amp; Design Needs</p> <p>1.6. Security Needs</p> <p>1.7. Performance Needs</p> <p>1.8. SEO &amp; Marketing Needs</p> <p>1.9. Maintenance &amp; Support Needs</p> <p>1.10. Budget &amp; Timeline Needs</p>

2. Contact	2.1.Proposal Contact 2.2.Design and Development Contact 2.3.Deployment Contact 2.4.Maintenance & Support Contact
3. Feedback from clients or stakeholders	3.1.Requirement Clarification Feedback 3.2.Design & UX Feedback 3.3.Functional & Technical Feedback 3.4.Content Feedback 3.5.Acceptance & Improvement Feedback
<b>Evidence Guide</b> The evidence must be authentic, valid, sufficient and meet all requirements of current version of the Unit of Competency.	
1. Critical aspects of competency	The assessment required evidence that the candidate: <ol style="list-style-type: none"> <li>1.1 identified and documented client needs, objectives, and expectations accurately.</li> <li>1.2 prepared, reviewed, and amended contract drafts to ensure clarity and compliance.</li> <li>1.3 mapped and documented workflow sequences and dependencies to ensure smooth project progression</li> <li>1.4 collected, analyzed, and incorporated feedback from clients or stakeholders to inform ongoing project execution.</li> <li>1.5 reviewed and verified final project deliverables for quality, accuracy, and compliance with client requirements.</li> <li>1.6 maintained ongoing communication and follow-ups with clients to ensure satisfaction and address post-project needs.</li> </ol>
2. Underpinning knowledge	<ol style="list-style-type: none"> <li>2.1. Principles of Client Requirements and Project Scoping (needs analysis, clarification techniques, scope definition)</li> <li>2.2.Contract and Legal Basics for Freelance Work (scope, deliverables, timelines, payment terms, revision policies, confidentiality)</li> <li>2.3.Negotiation and Communication Approaches (professional communication, negotiation strategies, expectation alignment)</li> <li>2.4.Project Planning and Workflow Management Concepts (task breakdowns, milestones, scheduling, risk management)</li> <li>2.5.Tools for Communication, Collaboration and Documentation (email, project boards, conferencing tools, version control)</li> <li>2.6.Progress Reporting and Presentation Methods (status reports, client-friendly presentations, documentation formats)</li> <li>2.7.Quality Assurance and Final Deliverable Standards (testing, validation, revisions, acceptance criteria)</li> <li>2.8.Financial and Administrative Procedures (invoicing,</li> </ol>

	<p>payments, record keeping, basic taxation for freelancers)</p> <p>2.9. Client Relationship Management and Professional Ethics (feedback handling, after-service support, referrals, confidentiality, courtesy)</p>
3. Underpinning skills	<p>3.1 Gathering and Clarifying client requirements through questioning, analysis, and documentation.</p> <p>3.2 Negotiating and Formalizing contracts including pricing, deliverables, and timelines.</p> <p>3.3 Planning and Organizing project tasks and milestones using suitable tools and scheduling methods.</p> <p>3.4 Executing and Monitoring project activities while managing time, risks, and scope adjustments.</p> <p>3.5 Communicating project progress effectively through verbal, written, and visual updates.</p> <p>3.6 Delivering final outputs and close projects with quality checks, revisions, approvals, and invoicing.</p> <p>3.7 Maintaining post-project client relationships through feedback, support, and service follow-up.</p>
4. Required attitudes	<p>4.1 Commitment to occupational safety and health.</p> <p>4.2 Commitment to producing high-quality and professional documents and presentations.</p> <p>4.3 Attention to detail to ensure accuracy and consistency in formatting and design.</p> <p>4.4 Creativity and innovation in visual design and storytelling approaches.</p> <p>4.5 Willingness to adapt to feedback and continuously improve designs.</p> <p>4.6 Discipline in meeting deadlines and managing time effectively.</p> <p>4.7 Proactive approach to staying updated on design trends, tools, and software.</p> <p>4.8 Strong sense of organization and cleanliness in managing files, tools, and workspaces.</p> <p>4.9 Collaborative mindset to work effectively with team members and stakeholders.</p> <p>4.10 Patience and resilience when resolving technical issues or revising work.</p> <p>4.11 Professionalism in communicating with clients and presenting designs confidently.</p>
5. Resource implication	<p>The following resources must be provided:</p> <p>5.1 Workplace (actual or simulated).</p> <p>5.2 Tools, equipment and physical facilities appropriate to perform activities.</p> <p>5.3 Materials consumable to perform activities.</p>

6. Methods of assessment	<p>Methods of assessment may include but not limited to:</p> <p>6.1 Demonstration with oral questioning</p> <p>6.2 On the job observation with oral questioning</p> <p>6.3 Written test</p> <p>6.4 Portfolio</p>
7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited center.</p> <p>7.2 Assessment should be done by NSDA-certified/ nominated assessor</p>
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by the National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

## **Occupation-Specific Units of Competency**

<b>Unit Code and Title</b>	OU-ICT-WDD-01-L3-V2 : Apply Communication and Presentation Skills for Design and Development
<b>Unit Descriptor</b>	This unit covers the knowledge, skills and attitudes required to apply advanced communication and presentation skills for design proposals. It specifically includes interpreting and analyzing design proposal requirements, planning communication and presentation strategy, developing persuasive and professional proposal content, deliver engaging and confident presentations and evaluating and improving communication effectiveness.
<b>Nominal Hours</b>	<b>20 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables Training Components
1. Interpret and Analyze Design Proposal Requirements	<p>1.1. Design brief and related documents are reviewed to determine project objectives, scope, and expected outcomes.</p> <p>1.2. Client or stakeholder requirements are clarified through consultation and confirmation of specifications.</p> <p>1.3. Functional, aesthetic, technical, and budgetary considerations are analyzed to assess feasibility and alignment with project goals.</p> <p>1.4. <b><i>Potential risks, limitations, and constraints</i></b> are identified that may affect design development and implementation.</p> <p>1.5. Interpreted proposal requirements are documented and organized in a clear and structured format for design planning and communication.</p>
2. Plan Communication and Presentation Strategy	<p>2.1 Target audience is identified to determine communication preferences and information needs.</p> <p>2.2 <b><i>Suitable communication and presentation methods</i></b> are selected in alignment with audience profile and proposal objectives.</p> <p>2.3 Key messages and supporting content are organized into a clear and logical presentation outline.</p> <p>2.4 Necessary tools, media, and visual aids are determined to enhance clarity and engagement during the presentation.</p> <p>2.5 Communication timeline and delivery plan are developed to ensure coordinated and timely presentation activities.</p>
3. Develop Persuasive and Professional Proposal Content	<p>3.1 Key design concepts and solutions are formulated clearly to address identified client or stakeholder needs.</p> <p>3.2 Supporting data, visuals, and technical information are synthesized to strengthen the validity of the proposal content.</p> <p>3.3 Language, tone, and style are adapted to maintain professionalism and persuasive impact.</p> <p>3.4 Proposal content is structured logically to ensure clarity, coherence, and ease of understanding.</p> <p>3.5 The developed content is reviewed and refined to ensure accuracy, relevance, and alignment with proposal objectives.</p>
4. Deliver Engaging and Confident Presentations	<p>4.1 Presentation content is delivered clearly and confidently to engage the audience.</p> <p>4.2 Visual aids, multimedia, and other resources are utilized effectively to support key messages.</p> <p>4.3 Audience responses and feedback are monitored and</p>

	<p>addressed appropriately during the presentation.</p> <p>4.4 Communication style and body language are managed to maintain professionalism and audience interest.</p> <p>4.5 Presentation timing and flow are controlled to ensure smooth progression and adherence to scheduled duration.</p>
5. Evaluate and Improve Communication Effectiveness	<p>5.1 Audience feedback and responses are collected and analyzed to assess the effectiveness of communication.</p> <p>5.2 Presentation outcomes and objectives are evaluated against intended goals and performance indicators.</p> <p>5.3 Strengths and areas for improvement in communication style, content, and delivery are identified.</p> <p>5.4 Recommendations for enhancing clarity, engagement, and professionalism are developed.</p> <p>5.5 Improvements and refinements are implemented in future presentations to optimize communication effectiveness.</p>
<b>Range of Variables</b>	
<b>Variable</b>	<b>Range</b> (May include but not limited to)
1. Potential risks, limitations, and constraints	<p>1.1. Technical Risks and Limitation</p> <p>1.2. Project Management Risks</p> <p>1.3. Human Resource Risks</p> <p>1.4. Operational Risks</p> <p>1.5. Time Constraints</p> <p>1.6. Budget Constraints</p> <p>1.7. Legal and Regulatory Constraints</p> <p>1.8. Internet connectivity and Power interruptions</p>
2. Suitable communication and presentation methods	<p>2.1 Verbal Communication</p> <p>2.2 Written Communication</p> <p>2.3 <b>Digital / Collaborative Communication</b></p> <p>2.4 Visual Communication</p> <p>2.5 Client-Focused Communication</p> <p>2.6 Oral Presentation</p> <p>2.7 Visual Presentation</p> <p>2.8 <b>Demonstrative Presentation</b></p> <p>2.9 Digital / Online Presentation</p>
<b>Evidence Guide</b>	
The evidence must be authentic, valid, sufficient and meet all requirements of current version of the Unit of Competency.	
1. Critical aspects of competency	<p>Assessment required evidences that the candidate:</p> <p>1.1 identified potential risks, limitations, and constraints that may affect design development and implementation.</p> <p>1.2 organized key messages and supporting content into a clear and logical presentation outline.</p> <p>1.3 formulated key design concepts and solutions clearly to address identified client or stakeholder needs.</p> <p>1.4 delivered presentation content clearly and confidently to engage the audience.</p>

	1.5 developed recommendations for enhancing clarity, engagement, and professionalism are
2. Underpinning knowledge	<ul style="list-style-type: none"> <li>1.1. Principles of professional communication including formal, technical, and persuasive communication styles applicable to design and development proposals.</li> <li>1.2. Stakeholder and audience analysis techniques for identifying communication needs, expectations, and decision-making criteria.</li> <li>1.3. Proposal development structures, including executive summaries, technical descriptions, timelines, and cost justifications.</li> <li>1.4. Design and development concepts and terminology relevant to interpreting project requirements and explaining solutions effectively.</li> <li>1.5. Advanced presentation methodologies including storytelling, visual hierarchy, and message framing.</li> <li>1.6. Use of digital presentation and collaboration tools such as slide software, online meeting platforms, and visual prototyping tools.</li> <li>1.7. Communication ethics and professional standards, including confidentiality, intellectual property, and cultural sensitivity.</li> <li>1.8. Feedback and evaluation methods for measuring communication effectiveness and identifying improvement opportunities.</li> </ul>
3. Underpinning skill	<ul style="list-style-type: none"> <li>1.1. Analytical skills to interpret and synthesize design and development proposal requirements.</li> <li>1.2. Planning and organizing skills to structure communication and presentation strategies aligned with project objectives.</li> <li>1.3. Written communication skills to develop clear, persuasive, and professional proposal documents.</li> <li>1.4. Oral presentation skills to deliver confident, engaging, and audience-appropriate presentations.</li> <li>1.5. Reflective and improvement skills to evaluate feedback, assess communication outcomes, and apply continuous improvement techniques.</li> </ul>
4. Required attitude	<ul style="list-style-type: none"> <li>1.1. Valuing guest and staff safety, and strictly following workplace safety standards.</li> <li>1.2. Performing tasks responsibly, ethically, and with integrity.</li> <li>1.3. Carrying out activities on time, meeting deadlines, and being dependable.</li> <li>1.4. Practicing sustainability, minimizing waste, and conserving resources.</li> <li>1.5. Showing interest in continuous personal and professional development.</li> <li>1.6. Maintaining personal grooming, cleanliness, and being on time for duties.</li> <li>1.7. Valuing teamwork, hierarchy, and workplace harmony</li> <li>1.8. Interacting politely and professionally with peers, seniors, and clients.</li> <li>1.9. Demonstrating courtesy, patience, and a welcoming approach to clients.</li> <li>1.10. Being open to changes in work schedules, guest needs, and</li> </ul>

	operational demands.
5. Resource implication	The following resources MUST be provided: 1.1. Workplace (actual or simulated). 1.2. Human resources (negotiators).
6. Methods of assessment	1.1. Demonstration with oral questioning 1.2. On the job observation with oral questioning 1.3. Written test 1.4. Portfolio
7. Context of assessment	7.1. Competency assessment must be done in a training center or in an actual or simulated work place after Completion of the training module. 7.2. Assessment should be done by a certified assessor
<p><b>Accreditation Requirements</b> Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under Bangladesh National Qualification Framework (BNQF). Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

<b>Unit Code and Title</b>	<b>OU-ICT-WDD-02-L3-V2:Prepare for Web Design and Development Work</b>
<b>Unit Descriptor</b>	This unit covers the knowledge, skills, and attitudes required to prepare for web design and development work. It includes gathering website requirements, preparing work environment & tools and collecting & organizing web design and development resources
<b>Nominal Hours</b>	<b>30 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold &amp; Underlined</u></b> terms are elaborated in the Range of Variables.
1. Gather website requirements	1.1 Purpose, target audience and scope of the website are identified 1.2 Client/user needs are identified and briefed to the designated authority 1.3 Site-map based on given requirements are prepared. 1.4 Required <i>content types</i> are identified
2. Prepare work environment & tools	2.1 Basic <i>web development tools</i> are set up 2.2 Code editor, browser and basic extensions are installed / configured 2.3 Structured <i>project folders</i> are created 2.4 Correct file naming conventions and formats are used. 2.5 <i>Version control</i> is installed
3. Collect & organize web design and development resources	3.1 Images, icons, fonts from legal and safe resources are sourced. 3.2 <i>Images</i> for web are optimized 3.3 Checklist of required assets for the site are maintained
<b>Range of Variables</b>	
<b>Variable</b>	<b>Range</b> (may include but not limited to):
1. Content types	1.1 Text, 1.2 Images 1.3 Colors 1.4 Links
2. Web development tools	3.1 Text editor 3.2 Browser 3.3 Local folders
3. Project folders	3.4 CSS 3.5 Images

	3.6 Scripts 3.7 Pages
4. Images for web	10.1 Resized image 10.2 Compressed image
5. <i>Version control</i>	10.3 Git 10.4 SVN 10.5 GitHub 10.6 GitLab 10.7 BitBucket
<b>Evidence Guide</b> The evidence must be authentic, valid, sufficient and meet all requirements of current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment required evidences that the candidate: 1.1 prepared site-map based on given requirements 1.2 created structured project folders 1.3 installed version control 1.4 sourced images, icons, fonts from legal and safe resources
2. Underpinning knowledge	2.1 Purpose of websites, site structure and navigation 2.2 Basic UI/UX principles (layout, colors, fonts) 2.3 Legal sources of digital assets, copyright basics 2.4 Folder structuring, file management 2.5 Basics of project requirement analysis
3. Underpinning skills	3.1 Interpreting the requirements of design and development of a website 3.2 Organizing folders, web assets 3.3 Optimizing the basic media items 3.4 Using text editors and browsers
4. Required attitudes	4.1 Valuing guest and staff safety, and strictly following workplace safety standards. 4.2 Performing tasks responsibly, ethically, and with integrity. 4.3 Carrying out activities on time, meeting deadlines, and being dependable. 4.4 Practicing sustainability, minimizing waste, and conserving resources. 4.5 Showing interest in continuous personal and professional development. 4.6 Maintaining personal grooming, cleanliness, and being on time for duties. 4.7 Valuing teamwork, hierarchy, and workplace harmony 4.8 Interacting politely and professionally with peers, seniors, and clients. 4.9 Demonstrating courtesy, patience, and a welcoming approach to clients.

	4.10 Being open to changes in work schedules, guest needs, and operational demands.
5. Resource implication	The following resources must be provided: 5.1 workplace (actual or simulated) 5.2 equipment and outfits appropriate in applying safety measures 5.3 tools, materials and documentation required 5.4 relevant specifications or work instructions.
6. Methods of assessment	Methods of assessment may include but not limited to: 6.1 Demonstration with oral questioning 6.2 On the job observation with oral questioning 6.3 Written test 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited center. 7.2 Assessment should be done by NSDA certified/ nominated assessor
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by the National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

<b>Unit Code and Title</b>	OU-ICT-WDD-03-L3-V2: Develop Web Pages Using HTML, CSS and JavaScript
<b>Unit Descriptor</b>	This unit covers the knowledge, skills, and attitudes to develop web pages using HTML, CSS and JavaScript. It specifically includes create basic web structure using HTML, applying CSS for layout and styling and adding basic interactivity using JavaScript
<b>Nominal Hours</b>	<b>140 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables
1. Define project objectives and content structure	1.1 purpose, target audience, and expected user experience are identified 1.2 <b><u>Content outline</u></b> are prepared 1.3 Basic <b><u>information architecture</u></b> are created 1.4 Low-fidelity wireframes for layout and page relationships drafted
2. Plan for developing Web pages	2.1 Visual theme, branding, colors, typography, and spacing are defined and responsive layout strategy are selected 2.2 Design standards and UI components are planned for consistency. 2.3 Accessibility considerations determined 2.4 <b><u>JavaScript-driven interactivity</u></b> are identified 2.5 Data sources and storage considerations are outlined 2.6 Folder/file structure for HTML, CSS, JS assets are planned.
3. Create basic web structure using HTML	5.1 HTML elements are identified 5.2 Valid HTML5 structure are written as per web development requirement 5.3 Text, headings, paragraphs, lists, tables are inserted appropriately. 5.4 Semantic tags are used where appropriate. 5.5 Hyperlinks, images, and simple multimedia are inserted.
4. Apply CSS for layout and styling	4.1 External CSS files are linked to HTML documents. 4.2 Basic <b><i>style elements</i></b> are applied as per design and development requirement 4.3 Class and ID selectors are used appropriately. 4.4 Simple layouts using flexbox or basic grid are created
5. Add interactivity using JavaScript	5.1 External JavaScript files are included properly. 5.2 Document Object Model (DOM) are manipulated for simple <b><i>JS tasks</i></b> 5.3 Simple <b><i>event handling</i></b> is implemented
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):

1. Content outline	1.1.text 1.2.Images 1.3.Media 1.4.Links
2. Information Architecture	2.1.Site map 2.2.Navigation paths
3. JavaScript-driven interactivity	3.1.Validation 3.2.Dynamic content 3.3.Form handling 3.4.UI effects
4. HTML elements	4.1.Structural 4.2.Inline 4.3.Semantic
5. JS Tasks	5.1 Form validation, 5.2 Toggling menus, 5.3 Simple user interactions
6. Event handling	6.1 Click 6.2 Hover
7. Style elements	7.1 Colors 7.2 Fonts 7.3 Margins 7.4 Padding
<b>Evidence Guide</b>	
The evidence must be authentic, valid, sufficient, reliable, consistent, and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	The assessment required evidence that the candidate: 1.1 created basic information architecture 1.2 planed folder/file structure for HTML, CSS, JS assets 1.3 inserted text, headings, paragraphs, lists, tables appropriately. 1.4 applied basic style elements as per design and development requirement 1.5 manipulated Document Object Model (DOM) for simple JS tasks
2. Underpinning knowledge	2.1 HTML5 tags, attributes 2.2 CSS concepts: typography, layout, responsive units 2.3 CSS rules, selectors, responsive basics 2.4 JavaScript syntax, DOM, events 2.5 Web accessibility basics 2.6 Browser compatibility
3. Underpinning Skills	3.1 Coding HTML/CSS 3.2 Writing simple JS functions 3.3 Debugging using browser developer tools

4. Required attitude	<p>4.1 Valuing guest and staff safety, and strictly following workplace safety standards.</p> <p>4.2 Performing tasks responsibly, ethically, and with integrity.</p> <p>4.3 Carrying out activities on time, meeting deadlines, and being dependable.</p> <p>4.4 Practicing sustainability, minimizing waste, and conserving resources.</p> <p>4.5 Showing interest in continuous personal and professional development.</p> <p>4.6 Maintaining personal grooming, cleanliness, and being on time for duties.</p> <p>4.7 Valuing teamwork, hierarchy, and workplace harmony</p> <p>4.8 Interacting politely and professionally with peers, seniors, and clients.</p> <p>4.9 Demonstrating courtesy, patience, and a welcoming approach to clients.</p> <p>4.10 Being open to changes in work schedules, guest needs, and operational demands.</p>
5. Resource Implication	<p>The following resources must be provided:</p> <p>5.1 Workplace (actual or simulated)</p> <p>5.2 Well Equipped Computer lab and other teaching aids</p> <p>5.3 Multimedia facilities</p> <p>5.4 Ergonomic health and hygiene setup in computer lab</p>
6. Methods of Assessment	<p>Methods of assessment may include but are not limited to:</p> <p>6.1 Written test</p> <p>6.2 Demonstration</p> <p>6.3 Oral questioning</p> <p>6.4 Portfolio</p>
7. Context of Assessment	<p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module</p> <p>7.2 Assessment should be done by NSDA the certified assessor</p>
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of BNQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

<b>Unit Code and Title</b>	OU-ICT-WDD-04-L3-V2 : Use and Modify Web Graphics and Media
<b>Unit Descriptor</b>	This unit covers the knowledge, skills, and attitudes to use web graphics and media . It specifically includes prepare for using graphics , modify and use graphics and produce optimized web media.
<b>Nominal Hours</b>	<b>45 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables
1. Prepare for using graphics	1.1 Purpose and intended audience of the website are identified. 1.2 Design requirements and constraints of using the given templates are identified. 1.3 Required design is collected or selected.
2. Modify and use graphics	2.1 Graphics tools are selected as per need of the web design requirement 2.2 <b><u>Graphics</u></b> are modified and saved using <b><u>standard software tools</u></b> as per web design requirement
3. Produce optimized web media	3.1 Images for web are resized, cropped and compressed as per requirement. 3.2 Consistent color palette and typography are applied during image editing 3.3 Clarity, readability and proper contrast in graphics are ensured. 3.4 Given UI/ UX design template is converted into required format 3.5 Assets /Image / media in correct <b><i>web formats</i></b> are exported 3.6 File and folder are named properly and saved in a proper location.
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Graphics	1.1 Logo 1.2 Banner 1.3 Icon
2. Web Format	4.5 PNG 4.6 JPG 4.7 SVG 4.8 Webp 4.9 Mp4 4.10 Mp3 4.11 Webm 4.12 Afp 4.13 GIF

3. Standard software tools	4.14 Canva 4.15 Figma 4.16 Photoshop
<p><b>Evidence Guide</b></p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent, and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<p>The assessment required evidence that the candidate:</p> <p>1.1 identified design requirements and constraints of using the given templates</p> <p>1.2 modified and saved graphics using standard software tools as per web design requirement</p> <p>1.3 resized, cropped and compressed images for web as per requirement.</p> <p>1.4 exported assets /Image / media in correct web formats</p>
2. Underpinning knowledge	<p>2.1.Types and Formats of Web Graphics and Media and their typical uses.</p> <p>2.2.Basic Principles of Digital Image Editing : cropping, resizing, layering, color adjustment, transparency</p> <p>2.3.Optimization Techniques for Web Media : Image formats and compression</p> <p>2.4.Tools and Software Used for Web Graphics</p> <p>2.5.Copyright, Licensing and Usage Rights for images, icons, fonts, and media.</p> <p>2.6.Basics of design: color theory, typography and web media standards</p>
3. Underpinning Skills	<p>3.1.Using graphics tools and creating banners and icons</p> <p>3.2.Preparing media for web and organizing Graphic Assets for web use</p> <p>3.3.Edit and Modify Digital Graphics using suitable tools and techniques.</p> <p>3.4.Apply Graphics Appropriately in user interfaces, layouts, or web pages.</p> <p>3.5.Optimize Media for Web Delivery to ensure faster load times and compatibility.</p> <p>3.6.Export and Deliver Final Assets in correct formats and specifications for web integration.</p>
4. Required attitude	<p>4.1.Valuing guest and staff safety, and strictly following workplace safety standards.</p> <p>4.2.Performing tasks responsibly, ethically, and with integrity.</p> <p>4.3.Carrying out activities on time, meeting deadlines, and being dependable.</p> <p>4.4.Practicing sustainability, minimizing waste, and conserving resources.</p>

	<p>4.5. Showing interest in continuous personal and professional development.</p> <p>4.6. Maintaining personal grooming, cleanliness, and being on time for duties.</p> <p>4.7. Valuing teamwork, hierarchy, and workplace harmony</p> <p>4.8. Interacting politely and professionally with peers, seniors, and guests.</p> <p>4.9. Demonstrating courtesy, patience, and a welcoming approach to guests.</p> <p>4.10. Being open to changes in work schedules, guest needs, and operational demands.</p>
5. Resource Implication	<p>The following resources must be provided:</p> <p>5.1 Workplace (actual or simulated)</p> <p>5.2 Well Equipped Computer lab and other teaching aids</p> <p>5.3 Multimedia facilities</p> <p>5.4 Ergonomic health and hygiene setup in computer lab</p>
6. Methods of Assessment	<p>Methods of assessment may include but are not limited to:</p> <p>6.1 Written test</p> <p>6.2 Demonstration</p> <p>6.3 Oral questioning</p> <p>6.4 Portfolio</p>
7. Context of Assessment	<p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module</p> <p>7.2 Assessment should be done by NSDA the certified assessor</p>
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of BNQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

<b>Unit Code and Title</b>	OU-ICT-WDD-05-L3-V2: Develop Dynamic Website Using CMS and No-code builders.
<b>Unit Descriptor</b>	This unit covers the knowledge, skills, and attitudes interpreted to Develop dynamic website using CMS and no-code builders. It specifically includes plan and prepare for developing a CMS project, develop CMS project, develop interactive website using no-code builder and perform testing of the site.
<b>Nominal Hours</b>	<b>45 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables
1. Plan and prepare for developing a CMS project	<ul style="list-style-type: none"> <li>1.1 Purpose and intended audience of website are identified.</li> <li>1.2 Design requirements and constraints are identified.</li> <li>1.3 A conceptual <i>design</i> is developed and finalized in consultation with client</li> <li>1.4 Necessary software is installed and checked as per requirement.</li> </ul>
2. Develop CMS project	<ul style="list-style-type: none"> <li>2.1 Content Management System is selected and installed.</li> <li>2.2 Project structure is prepared as per CMS guideline.</li> <li>2.3 Structure, element tags, necessary files are added to meet client requirements.</li> <li>2.4 Attributes are assigned according to client requirements.</li> <li>2.5 Content are added to site and formatted in accordance with client requirements and be aware of <i>legislation</i>.</li> <li>2.6 Themes are installed as per client's requirement</li> <li>2.7 CMS plugin is installed and configured as per requirement.</li> <li>2.8 Full website is customized as per requirement</li> </ul>
3. Develop interactive website using no-code builder	<ul style="list-style-type: none"> <li>3.1 No-code builder is selected and accessed.</li> <li>3.2 Project structure is prepared as per guideline.</li> <li>3.3 Structure, element tags, necessary files are added to meet client requirements.</li> <li>3.4 Attributes are assigned according to client requirements.</li> <li>3.5 Content are added to site and formatted in accordance with client requirements and be aware of legislation.</li> <li>3.6 Template is selected as per client's requirement</li> <li>3.7 Extensions are used as per client requirement</li> <li>3.8 Website is customized as per requirement</li> </ul>

4. Perform testing of the site	<p>4.1 Website is tested according to the <i>testing criteria</i>.</p> <p>4.2 Website is opened in cross <i>browsers</i> platform for checking compatibility</p> <p>4.3 Accessibility, readability, legibility and appearance are checked in accordance with client requirements.</p> <p>4.4 Website is evaluated for <i>suitability</i> as per client requirement.</p>
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Design	<p>1.1 .psd</p> <p>1.2 inDesign</p> <p>1.3 image</p>
2. CMS	<p>2.1 WordPress</p> <p>2.2 Joomla!</p> <p>2.3 Drupal</p> <p>2.4 DotNetNuke</p> <p>2.5 SiteCore</p>
3. Standards	<p>3.1 World Wide Web (<a href="http://www.w3c.org">www.w3c.org</a>) standards</p> <p>3.2 Any design or business guidelines given by the owner of website.</p> <p>3.3 Each CMS has its own rule to develop theme, ensure these rules are applied while developing a theme for CMS.</p>
4. Legislation	<p>4.1 Copyright Act</p> <p>4.2 National Cyber Policy</p> <p>4.3 Intellectual Property Rights law</p> <p>4.4 GNU CMS rules</p> <p>4.5 Subsequent amendments</p>
5. Testing criteria	<p>5.1 Compatibility</p> <p>5.2 Functionality</p> <p>5.3 Any errors</p> <p>5.4 Log in</p>
6. Browsers	<p>6.1 Google Chrome</p> <p>6.2 EDGE</p> <p>6.3 Opera</p> <p>6.4 Safari</p>
7. Extension	<p>7.1 Plugin</p> <p>7.2 widget</p> <p>7.3 app</p>

8. Suitability	8.1.Purpose 8.2.Target audience 8.3.Specifications
<b>Evidence Guide</b> The evidence must be authentic, valid, sufficient, reliable, consistent, and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	The assessment required evidence that the candidate: 1.1.developed and finalized a conceptual design in consultation with client 1.2.added content to site and formatted in accordance with client requirements 1.3.Installed and configured CMS plugin as per requirement. 1.4.added structure, element tags and necessary files using no-code builder to meet client requirements 1.5.opened website in cross browsers platform for checking compatibility
3. Underpinning knowledge	1.1 Relevant design requirements and constraints. 1.2 Knowledge to develop project for Content Management System 1.3 Knowledge to configure CMS and file transfer protocol client. 1.4 Use content management system application. 1.5 CMS guideline. 7.3 Procedures to test website.
3. Underpinning Skills	2.1 Developing conceptual design. 2.2 Installing CMS. 2.3 Preparing project structure. 2.4 Configuring content management system and file transfer protocol client. 2.5 Applying techniques for adding and formatting content. 2.6 Performing website test.
4. Required attitude	4.1 Valuing guest and staff safety, and strictly following workplace safety standards. 4.2 Performing tasks responsibly, ethically, and with integrity. 4.3 Carrying out activities on time, meeting deadlines, and being dependable. 4.4 Practicing sustainability, minimizing waste, and conserving resources. 4.5 Showing interest in continuous personal and professional development. 4.6 Maintaining personal grooming, cleanliness, and being on time for duties.

	<p>4.7 Valuing teamwork, hierarchy, and workplace harmony</p> <p>4.8 Interacting politely and professionally with peers, seniors, and guests.</p> <p>4.9 Demonstrating courtesy, patience, and a welcoming approach to guests.</p> <p>4.10 Being open to changes in work schedules, guest needs, and operational demands.</p>
5 Resource Implication	<p>The following resources must be provided:</p> <p>5.1 Workplace (actual or simulated)</p> <p>5.2 Well Equipped Computer lab and other teaching aids</p> <p>5.3 Multimedia facilities</p> <p>5.4 Ergonomic health and hygiene setup in computer lab</p>
6 Methods of Assessment	<p>Methods of assessment may include but are not limited to:</p> <p>6.1 Written test</p> <p>6.2 Demonstration</p> <p>6.3 Oral questioning</p> <p>6.4 Portfolio</p>
7 Context of Assessment	<p>7.1 Competency assessment must be done in a training center or in an actual or simulated workplace after completion of the training module</p> <p>7.2 Assessment should be done by NSDA the certified assessor</p>
<p><b>Accreditation Requirements</b></p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of BNQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

<b>Unit Code and Title</b>	OU-ICT-WDD-06-L3-V2: Deploy and Maintain Website
<b>Unit Descriptor</b>	This unit covers the knowledge, skills, and attitudes to deploy and maintain website. It includes It specifically includes test website functionality, validate and debug pages, publish website and perform basic updates & maintenance
<b>Nominal Hours</b>	<b>45 Hours</b>
<b>Elements of Competency</b>	<b>Performance Criteria</b> <b><u>Bold and Underlined</u></b> terms are elaborated in the Range of Variables
1. Test website functionality and debug pages	1.1 Internal and external links are checked 1.2 Responsive behavior on different screen sizes are verified 1.3 Web pages are validated with online tools 1.4 <b><u>Layout inconsistencies</u></b> are identified and fixed 1.5 Script errors are resolved using console tools
2. Publish website	3.1 Version control is identified and verified. 3.2 Business, technical and security requirements of server are identified. 2.3 Hosting size, bandwidth and back-up options are selected in accordance with project requirements. 2.4 <b><i>Security options</i></b> are chosen in accordance with client requirements. 2.5 <b><i>Server and repository configurations</i></b> are carried out as per client's requirement 2.6 Files are uploaded using hosting control panel or FTP . 2.7 Files are organized correctly on the server
3. Perform speed optimization final testing	3.1. Web speed is tested using site testing tools 3.2. Asynchronous loading is used for CSS and JS files. 3.3. Right hosting option is selected as per project requirement Website testing is performed according to the testing criteria at live. 3.4. Website is opened in a variety of common browsers 3.5. Accessibility, readability, legibility and appearance are checked in accordance with client requirements.
4. Perform basic updates & maintenance	4.1 Content and graphics are update as per client's requirement 4.2 Change log of updates are maintained
<b>Range of Variables</b>	
<b>Variables</b>	<b>Range</b> (may include but not limited to):
1. Layout inconsistencies	1.1. Misaligned or shifting UI elements 1.2. Typography inconsistencies 1.3. Non-uniform image/media rendering


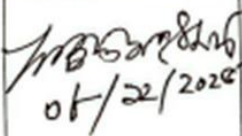
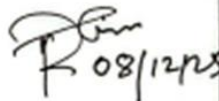
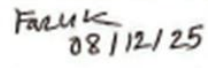
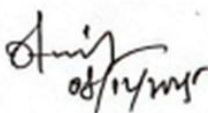

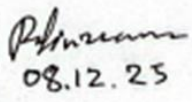
	<ul style="list-style-type: none"> <li>1.4.Breakpoints/responsive layout issues</li> <li>1.5.Inconsistent spacing &amp; visual hierarchy</li> </ul>
2. Security Options	<ul style="list-style-type: none"> <li>2.1.HTTPS/SSL Encryption</li> <li>2.2.Authentication and Access Control</li> <li>2.3.Web Application Firewall (WAF)</li> <li>2.4.Malware and Vulnerability Scanning</li> <li>2.5.Regular Backup and Recovery Mechanisms</li> <li>2.6.Server and Software Updates &amp; Patch Management</li> </ul>
3. Server and repository configurations	<ul style="list-style-type: none"> <li>3.1.Chosen web application server and security options</li> <li>3.2.Assigning name server</li> <li>3.3.Create virtual website or folder</li> <li>3.4.Map with domain.</li> <li>3.5.Deploy site into virtual folder.</li> <li>3.6.Push local work to repository.</li> </ul>
<p><b>Evidence Guide</b></p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent, and recent and meet the requirements of the current version of the Unit of Competency.</p>	
1. Critical aspects of competency	<p>The assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 verified responsive behavior on different screen sizes</li> <li>1.2 selected hosting size, bandwidth and back-up options in accordance with project requirements.</li> <li>1.3 carried out server and repository configurations as per client's requirement</li> <li>1.4 used asynchronous loading for CSS and JS files.</li> <li>1.5 maintained change log of updates</li> </ul>
2. Underpinning knowledge	<ul style="list-style-type: none"> <li>2.1.Website Deployment Processes and Hosting Environments</li> <li>2.2.Web Debugging and Testing Techniques</li> <li>2.3.Performance and Speed Optimization Concepts</li> <li>2.4.Basic Security and Backup Practices for Live Websites</li> <li>2.5.Version Control and Update Management Principles</li> <li>2.6.Maintenance, Monitoring and Troubleshooting Procedures</li> <li>2.7.Repository creation , commit ,Push, Pull , Branch , Merge</li> </ul>
3 Underpinning Skills	<ul style="list-style-type: none"> <li>3.1 Test and Debug Website Functionality across browsers, devices, and content.</li> <li>3.2 Deploy and Publish Websites to hosting platforms with correct domain and DNS configuration.</li> <li>3.3 Optimize Website Speed and Performance using relevant tools and techniques.</li> <li>3.4 Perform Routine Updates and Maintenance for CMS, plugins, themes, and dependencies.</li> <li>3.5 Troubleshoot and Resolve Basic Technical Issues post-</li> </ul>

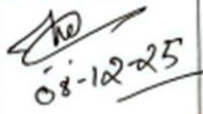


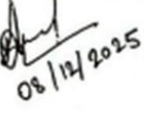
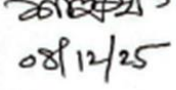
	deployment.
4 Required attitude	<p>4.2 Commitment to Occupational Health and Safety :Valuing guest and staff safety, and strictly following workplace safety standards.</p> <p>4.3 Sincerity and Honesty in Duties : performing tasks responsibly, ethically, and with integrity.</p> <p>4.4 Promptness and Reliability: carrying out activities on time, meeting deadlines, and being dependable.</p> <p>4.5 Environmental Awareness : practicing sustainability, minimizing waste, and conserving resources.</p> <p>4.6 Eagerness to Learn and Improve: showing interest in continuous personal and professional development.</p> <p>4.7 Tidiness and Punctuality: maintaining personal grooming, cleanliness, and being on time for duties.</p> <p>4.8 Respect for Colleagues and Supervisors – valuing teamwork, hierarchy, and workplace harmony.</p> <p>4.9 Effective Communication – interacting politely and professionally with peers, seniors, and guests.</p> <p>4.10 Positive Service Attitude – demonstrating courtesy, patience, and a welcoming approach to guests.</p> <p>4.11 Adaptability and Flexibility – being open to changes in work schedules, guest needs, and operational demands.</p>
5 Resource Implication	<p>The following resources must be provided:</p> <p>5.2 Workplace (actual or simulated)</p> <p>5.3 Well Equipped Computer lab and other teaching aids</p> <p>5.4 Multimedia facilities</p> <p>5.5 Ergonomic health and hygiene setup in computer lab</p>
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## Review and Validation of Competency Standard

The Competency Standards for National Skills Certificate in Web Design and Development Level- 3 is reviewed and validated by following Committee on 08 December 2025.

### List of Members

S/N	Name and Address	Position in the committee	Signature and Date
1.	Birendra Nath Adhikary CEO, ICT ISC, Dhaka Cell : 01730444782 e-Mail: ictisc.bd@gmail.com	Chairperson	 08/12/2025
2.	Mr. Sazzad Mahamud, Principal Software Engineer, ReliSource Technology Ltd Cell No: 01715663084, e-mail: md.sazzad.mahmud@gmail.com	Member	 08/12/2025
3.	Md. Razibur Rahman, Senior Faculty, Creative IT Institute Web design and development Cell :01990779814 Email:rajib.cit.bd@gmail.com	Member	 08/12/25
4.	Abdullah Al Faruk Web Developer Spark Coder, Dhaka Cell- 01723306206 Email- ceo@sparkcoder.com	Member	 08/12/25
5.	AMIT SAHA Instructor(Computer) Dhaka Polytechnic Institute Cell: 01737-514146 Email: amit.iubat@gmail.com	Member	 08/12/25
6.	MD. Abdul Hye Siddiqui Senior Instructor(Computer) Personal Officer to DG (Attached), BMET Dhaka-1000 Cell: 01819725610 email: siddiqui.bmet@gmail.com	Member	 08.12.2025
7.	Md Rafiuzzaman Khan Sr Software Engineer Reea Digital Limited 630 Mirpur DOHS Cell : +8801710706260 Email: ponickid@gmail.com	Member	 08.12.25

S/N	Name and Address	Position in the committee	Signature and Date
8.	Md Ashraful Islam Sr Software Engineer, DX Group Gulshan 2, Dhaka Cell: 01724785381 Email: jeweltutin@gmail.com	Member	 08-12-25
9.	Md. Jashim Uddin Web Developer, RISDA Institute of Technology, Savar, Dhaka Cell: 01853549416, Email : ajsamece2015@gmail.com	Member	 08.12.2025
10.	Partha Kumar Tarafder Senior Software Engineer Apollo Software Solutions 24 Agnibina Sarak, Jhenaidah. Mob: 01714881118 Email: info@apollosoft.com.bd	Member	Partha 08.12-25
11.	Md. Fazle Karim Prodhan Maintenance Engineer Bangladesh Computer Council Cell: 01710508060 Email: fazle.prodhan@bcc.gov.bd	Member	 08/12/25
12.	Zahid Hasan Rifad Software Engineer Brick Line Technology Limited Dhanmondi, Dhaka. Cell: 01568870900 Email: zrifad815@gmail.com	Member	Rifad 08.12.25
13.	Yeasir Jamal Web Developer Solitary Web Marker, Dhaka Cell : 01717183510 Email: contact@yeasirjamal.com	Member	 08/12/2025
14.	Reaz Hossain Lead Trainer, Skills & Jobs Academy, Dhaka Cell: 01775805518 Email: reazhossain950@gmail.com	Member	Reaz 08/12/2025
15.	Dr. Md. Shah Alam Majumder Curriculum Expert National Skills Development Authority Cell: 01815424855 Email: chlaml1999@gmail.com	Curriculum Expert	 08/12/25

## Workshop Minutes

Government of the People's Republic of Bangladesh  
 Chief Adviser's Office  
 National Skills Development Authority  
 Level: 10-11, Biniyog Bhaban,  
 E-6 / B, Agargaon, Sher-E-Bangla Nagar Dhaka-1207, Bangladesh.  
 Email: [ec@nsda.gov.bd](mailto:ec@nsda.gov.bd), Website: [www.nstda.gov.bd](http://www.nstda.gov.bd).

Minutes of the Competency Standard Review and Validation Workshop on “Web Design and Development, Level 3” Occupation.

Chairman	: On Behalf of Chairman , CEO of ICT-ISC
Date	: 08 December 2025
Time	: 9:00am - 5:00 pm
Place	: ISC Conference Room, NSDA, Biniyog Bhaban, Agargaon, Dhaka-1207

The Chairman welcomed all those present and started the work of the workshop. During the day-long workshop, the competency standard of Web Design and Development for Freelancing, Level 3 occupation was reviewed and finalized in detail. The activities related to the finalized standard through review and validation workshop are presented below:

Serial No.	Content of validation	Whether it was appropriate		What actions have been taken if not appropriate?
			No.	
1.	Name and level of occupation		No	Name Changed as Web Design and Development and Level remain to 3
2.	Nominal Hour		No	360 hours to 440 hours
3.	Unit of Competency		No	<p>A new generic unit is added.</p> <ul style="list-style-type: none"> <li>▪ Practice Negotiation Skills</li> </ul> <p>03 generic units are excluded</p> <ul style="list-style-type: none"> <li>▪ Work in a self-directed team</li> <li>▪ Carry out workplace interaction in English</li> <li>▪ Carry out communication with clients</li> </ul> <p>01 existing Sector Specific units is added.</p> <ul style="list-style-type: none"> <li>▪ Practice Occupational Safety and Health (OSH) in ICT Workplace</li> </ul> <p>01 new sector specific Unit is added</p> <ul style="list-style-type: none"> <li>▪ Manage End-to-End Freelance Projects and Client Contracts</li> </ul> <p>01 Sector Specific units is deleted</p> <ul style="list-style-type: none"> <li>▪ Operate office application software</li> </ul> <p>03 new occupation specific units are added</p> <ul style="list-style-type: none"> <li>▪ Apply Advanced communication and presentation skills for design and development proposal</li> <li>▪ Develop Dynamic Website using CMS and No-Code Builders</li> </ul>

				<ul style="list-style-type: none"> <li>▪ Deploy and Maintain Website</li> <li>5 existing occupation specific units are modified and develop 03 modified Occupation Specific Units</li> <li>▪ Prepare for Web design and development Works</li> <li>▪ Design and Develop Web Pages using HTML, CSS and JavaScript</li> <li>▪ Use and modify Web Graphics and Medias</li> </ul>
4.	Element		No.	Proper refinement of required elements has been done by keeping consistent elements.
5.	Performance Criteria		No.	Necessary refinement of performance criteria has been achieved.
6.	Variables		No.	Appropriate addition, modification and refinement of variables has been done keeping in view the performance criteria.
7.	Critical Aspect of Competence		No.	Changes have been made in the critical aspect of competency as per the change of performance criteria
8.	Underpinning knowledge		No.	Necessary addition, changing and refinements have been made.
9.	Underpinning Skills		No.	Necessary addition, change and refinement have been made.
10.	Attitude		No	Change as per occupational need
11.	Resources	Yes		Slight change has been made
12.	Assessment methods	Yes		
13.	Others			<ul style="list-style-type: none"> <li>▪ The nominal hours of the units of competencies have been readjusted for content consideration.</li> <li>▪ Overall, the occupational standard need to be shifted from Level-3 to Level 4 according to BNQF level descriptor's and association with professional dignity but due to some practical constraint for time being the level keep at level 3</li> </ul>

Through the above activities, the Competency Standard has been reviewed, finalized and validated as “Web Design and Development, **Level 3**”.

Chairman  
Committee on Standard and  
Curriculum Validation,  
Chairman - ICT ISC