



# PROFILE SHEET WSP-G3-015 “WEB ACCESSIBILITY EXPERT”

G3 Web Skills Profiles - version 2.0

Generation 3 European ICT Professional Profiles

Appendix to the official specification of 30 June 2014

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**Current version:** <http://www.skillprofiles.eu/stable/g3/en/v2/profiles/WSP-G3-015.pdf>

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**Previous version:** <http://www.skillprofiles.eu/stable/g3/en/v1/profiles/WSP-G3-015.pdf>

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**Latest version:** <http://www.skillprofiles.eu/stable/g3/en/profiles/WSP-G3-015.pdf>

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## Profile WSP-G3-015. Web Accessibility Expert

This section is normative.

The profile sheet, listed below and described in appendix B, is an integral part of the document, "G3 Web Skills Profiles - version 2.0 - Generation 3 European ICT Professional Profiles", official specification of 30 June 2014" [WSPG3-03].

Profile WSP-G3-015	Web Accessibility Expert
<b>Summary statement</b>	Professional position that supports the development of Web services to guarantee that the finished product complies with Web accessibility specifications.
<b>Mission</b>	In the various phases of the project, the Web Accessibility Expert is responsible for supporting the implementation and verifying the accessibility of the information and services based on their Web technologies, in relation to the requirements of all users. His or her role is related to the type of work carried out: it may be development support for Web interfaces, applications, or content. He or she may work as a freelancer, for agencies specializing in the development of Web services, or as part of an organization.
<b>Deliverables</b>	<p><b>Accountable (A)</b></p> <ul style="list-style-type: none"> <li>Writes the final accessibility verification report.</li> </ul> <p><b>Responsible (R)</b></p> <ul style="list-style-type: none"> <li>Works to identify specific critical points and provides appropriate solutions.</li> </ul> <p><b>Contributor (C)</b></p> <ul style="list-style-type: none"> <li>Works to support writers and developers to implement the most common critical points.</li> </ul>
<b>Main tasks</b>	<ul style="list-style-type: none"> <li>Control, evaluate, and manage accessibility issues, always using the appropriate language for the type of user (developer, writer, end user).</li> <li>Stimulate the productive involvement of users and stakeholders in the implementation and verification phases.</li> <li>Appropriately train staff responsible for creating and publishing Web content to write accessible content.</li> <li>Create periodic reports on product accessibility.</li> </ul>
<b>E-CF competences</b>	<ul style="list-style-type: none"> <li><b>A.4. Product / Service Planning:</b> Level e-2.</li> <li><b>A.6. Application Design:</b> Level e-1.</li> <li><b>B.1. Application Development:</b> Level e-3.</li> <li><b>B.3. Testing:</b> Levels e-2, e-3.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>C.1. User Support:</b> Levels e-2, e-3.</li> </ul>
<b>Skills / Knowledge</b>	<p><b>Technical</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Web user requirements and habits.</li> <li>• Knowledge of assistive technologies (e.g. screen readers, enlargers).</li> <li>• Knowledge of accessibility evaluation tools.</li> <li>• Web writing.</li> <li>• Techniques for accessible multimedia.</li> </ul> <p><b>Informatics</b></p> <ul style="list-style-type: none"> <li>• Mark-up and style sheets (e.g. XHTML, HTML and CSS)</li> <li>• Scripting languages (e.g. ECMAScript).</li> <li>• ISO/IEC 40500:2012 - Information technology -- W3C Web Content Accessibility Guidelines (WCAG) 2.0.</li> <li>• Guidelines for Web accessibility from the W3C WAI project (e.g. ATAG).</li> <li>• Web publication tools (e.g. CMS, Blog, Editor).</li> </ul> <p><b>Strengthening</b></p> <ul style="list-style-type: none"> <li>• Accessibility of mobile applications.</li> <li>• Accessibility of objects based on specific programming languages.</li> <li>• ISO 9241-151:2008 - Ergonomics of human-system interaction - Part 151: Guidance on World Wide Web user interfaces.</li> <li>• ETSI EN 301 549 - Accessibility requirements for public procurement of ICT products and services in Europe.</li> </ul>
<b>Key Performance Indicators (KPIs)</b>	<ul style="list-style-type: none"> <li>• Evaluation of the level of accessibility of products.</li> <li>• Compliance with national and/or international Web accessibility specifications/laws/recommendations.</li> </ul>
<b>Qualification / Certifications</b> <i>(this section is informative)</i>	<ul style="list-style-type: none"> <li>• Master's degree/special training courses on accessibility of Web information and services.</li> <li>• IWA EIAS Certification (European IWA/HWG Accessibility Syllabus).</li> </ul>
<b>Attitudes (non ICT)</b> <i>(this section is informative)</i>	<p><b>Interpersonal and Organizational</b></p> <ul style="list-style-type: none"> <li>• Management of critical situations.</li> <li>• User/customer focus.</li> <li>• Problem solving.</li> </ul> <p><b>Linguistic</b></p> <ul style="list-style-type: none"> <li>• Good knowledge of the national language or the language used by the working group - minimum level: C1 QCER.</li> <li>• Good knowledge of the English language - minimum level: B2</li> </ul>

	<p>QCER.</p> <ul style="list-style-type: none"> <li>• Good knowledge of common Internet language used by users (e.g. slang, acronyms, etc.).</li> </ul>
<p><b>Relationships / Reporting line</b> <i>(this section is informative)</i></p>	<p><b>Interacts with:</b></p> <ul style="list-style-type: none"> <li>• Search Engine Expert</li> <li>• Web Project Manager</li> <li>• User Experience Designer</li> <li>• Web Community Manager</li> <li>• Frontend Web Developer</li> <li>• Server Side Web Developer</li> <li>• Web Content Specialist</li> <li>• Mobile Application Developer</li> <li>• E-commerce Specialist</li> <li>• Online Store Manager</li> </ul> <p><b>Reports to:</b></p> <ul style="list-style-type: none"> <li>• User Experience Designer</li> </ul>

## Appendices

### Appendix A. Glossary

#### Informational (informative)

for the purposes of information and not required for compliance.

*Note: The content required for compliance is referred to as "normative".*

#### normative

Required for obtaining compliance.

*Note: Content listed as "informative" or "non-normative" is never necessary for compliance.*

### Annex B. Profile sheet structure

The Web skills profiles are identified by an unambiguous code and are structured in reference to paragraph 4.2 of the CWA CEN document, "European ICT Professional Profiles" [CWA-01] updated upon European e-Competence Framework 3.0 [CWA-02].

- **Profile Title.** Name - including the identification code - of the Web skill profile according to the unambiguous international catalogue from the IWA/HWG.
- **Summary statement.** Lists the primary purpose of the profile. The purpose is to give all stakeholders and users a brief, concise description of the specified Web skill profile, written in a form understandable by ICT professionals, managers, and Human Resources staff.
- **Mission.** Describes the basic assignment of the profile. The purpose is to specify the working role defined in the Web Skill Profile.
- **Deliverables.** Describes the documents produced by the job description as accountable (guarantee), responsible (support), and contributor (contribution).
- **Main tasks.** Provides a list of typical tasks carried out by the profile. A task is an action undertaken to achieve a result in a broadly defined context and contributing to the definition of the profile.
- **E-CF competences.** Provides a list of the skills necessary (taken from the e-CF references) to carry out the assignment. A skill is the outcome of the previous definition of the Profile and helps to differentiate profiles.
- **Skills / knowledge.** A list of abilities and knowledge necessary for the definition of the profile, subdivided into technical, informatics, and strengthening (improving abilities for the profile).
- **Key Performance Indicators (KPIs).** Based on KPI (Key Performance Indicators), the area of application of the KPI is a more generic indicator, consistent with the grade level of the overall profile. It applies for adding depth to the assignment.

- **Qualification / Certifications.** These are the recommended, but not essential, qualifications and certifications for carrying out the activities in the profile. However, these qualifications and certifications may be used for developing knowledge of specific skills within the profile. This section is for informational purposes.
- **Attitudes (non ICT).** A list of aptitudes supporting the abilities and knowledge, subdivided into interpersonal/organizational and linguistic. This section reports references to the QCER [CE-01], which promotes the understanding of specific language certifications. This section is for informational purposes.
- **Relationships / Reporting line.** A list of Web skills profiles and not with whom the profile discusses (relationships) or reports (reporting lines). This section is for informational purposes.

## Annex C. References

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[CE-01]	<b>Council of Europe</b> <i>Common European Framework of Reference for Languages: Learning, Teaching, Assessment (CEFR) (January 2002)</i> <a href="http://www.coe.int/t/dg4/linguistic/CADRE_EN.asp">http://www.coe.int/t/dg4/linguistic/CADRE_EN.asp</a>
[CWA-01]	<b>CEN (European Committee for Standardization)</b> <i>CWA 16458:2012 European ICT Professional Profiles updated by e -CF version 3.0 competences (March 2014)</i> <a href="http://relaunch.ecompetences.eu/wp-content/uploads/2013/12/EU_ICT_Professional_Profiles_CWA_updated_by_e_CF_3.0.pdf">http://relaunch.ecompetences.eu/wp-content/uploads/2013/12/EU_ICT_Professional_Profiles_CWA_updated_by_e_CF_3.0.pdf</a>
[CWA-02]	<b>CEN (European Committee for Standardization)</b> <i>CWA 16234:2014 Part 1. European e-Competence Framework 3.0. A common European Framework for ICT Professionals in all industry sectors (March 2014)</i> <a href="http://ecompetences.eu/wp-content/uploads/2014/02/European-e-Competence-Framework-3.0_CEN_CWA_16234-1_2014.pdf">http://ecompetences.eu/wp-content/uploads/2014/02/European-e-Competence-Framework-3.0_CEN_CWA_16234-1_2014.pdf</a>
[WSPG3-01]	<b>IWA (International Webmasters Association)</b> <i>G3 Web Skills Profiles - version 2.0 Generation 3 European ICT Professional Profiles Official specification of 30 June 2014 (English version)</i> <a href="http://www.skillprofiles.eu/stable/g3/en/2013-06-30.pdf">http://www.skillprofiles.eu/stable/g3/en/2013-06-30.pdf</a>