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## Overview

This standard is about completing online digital forms and transactions.

This involves navigating, completing and submitting online forms used to enter information for a range of purposes. It includes registering for services and submitting data using entry forms. It also includes data validation to check the data submitted through forms is of the right type and correct. It also completing and submit a form as part of an online transaction, complying with verification checks, and providing online payments using online payment systems.

This standard is for those who need to complete online digital forms and transactions to meet their own needs or as part of their duties.

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## Performance criteria

*You must be able to:*

1.  
Agree requirements to complete online forms, registrations and transactions with stakeholders
2.  
Complete online forms accurately
3.  
Verify the security of online registration and payment sites prior to submitting data and processing payment transactions in line with organisational procedures
4.  
Perform online payment transactions securely
5.  
Submit correct address information using postcode lookup tools embedded in online forms
6.  
Process routine orders and other payments securely using approved method of payment
7. Record payment details in line with organisational procedures
8.  
Monitor incoming emails to confirm order and payment details and receipts
9.  
Save email attachment receipts into specified folder locations in line with organisational procedures

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## Knowledge and understanding

*You need to know and understand:*

1. The terminology and concepts relating to online forms and transactions
2. How to identify the digital services required to plan online forms and transaction needs
3. The standard buttons, controls and data entry fields used in online forms
4. How to enter text and numeric data using online forms
5. How to use address postcode lookup tools
6. What is meant by data validation
7. The standard verification checks that can be undertaken when entering data online
8. What is meant by multi-factor authentication
9. The industry standard methods used to apply multi-factor authentication
10. How to identify secure payment websites
11. How to make an online payment using standard payment methods
12. How to save receipts and other email attachments to folders
13. The need to keep accurate records of payments made and order conformations and receipts received
14. How to cross check emails against orders and payments to locate receipts

TECHDUDT1

Complete online digital forms and transactions securely



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**Developed by** e-skills

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**Relevant Occupations** ICT for Users

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**Suite** IT Users

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**Keywords** online transactions

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