3.2 I can identify any quality problems with web sites and how to respond to them

There are numerous quality issues that can negatively impact on a website and therefore the user experience. For example broken links on your webpage will mean that users cannot access the webpage linked to and they may be presented with a **404 Page Not Found message or similar which can be frustrating for the user. Broken links can be due to many issues including the removal of external links, mistyped URL’s, coding issues and linking to content that has been deleted.**

**Not considering accessibility issues when creating a website will present as a quality issue as users with disabilities will not be able to access the content of your website. The colour contrast on your website should be taken into consideration, for example dark text on a light background will be much easier to read than a website that uses a cluttered/dark background or primary colours and light text. Images should include text to explain what the image is representing so that software assistance technologies can help to audibly identify the image to those that are visually impaired. Videos should be provided with subtitles, transcripts or summaries for those who have auditory impairments.**

**If a website contains high quality images or too many images it may result in the website being slow to load. Images should be resized as appropriate for your website to load easily, making sure to use the correct file extension. You should not overwhelm your website with images as it will make your website slow to load and it will be harder to understand and find relevant information.**

A website should be easy to navigate with clear sign posting via a navigation bar and well-structured headings. This will make your website easier to use as users will spend less time trying to find relevant information.