



Australian Government

Department of Education, Employment and Workplace Relations

BSBEBUS505A Implement new technologies for business

Release: 1

Modification History

Not Available

INTRODUCTION

Unit Descriptor This unit covers planning for the introduction of new technologies, implementing new technologies for the business and managing the change process associated with implementation.

Consider co-assessment with BSBEBUS504A Implement an e-business strategy.

Competency Field e-business

Element

Performance Criteria

- | | |
|---|---|
| 1. Develop implementation plan for new technologies | <ul style="list-style-type: none">1.1 Staff skills and culture change issues in adoption of new technologies are determined in accordance with organisational requirements1.2 Risks and obstacles relating to the introduction of new technologies are identified and planned for1.3 Changes to current business practices necessary in adopting new technologies are identified1.4 Suppliers of new technologies are confirmed and their provision of initial and ongoing training and support identified1.5 Implementation plan identifies objectives, activities, timeframes and budget for the introduction of new technologies |
| 2. Implement new technologies | <ul style="list-style-type: none">2.1 Responsibility for new technologies is assigned in accordance with organisational requirements2.2 Technologies are introduced and business processes are re-engineered in accordance with the implementation plan2.3 New policy and procedures are developed for the introduction and integration of new technologies into the business2.4 New and existing staff are inducted, and learning and development opportunities for staff affected by new technologies are provided in accordance with the implementation plan |

2.5 Information and support are made available to customers and supply chain affected by the introduction of new technologies in accordance with organisational requirements

3. Monitor implementation of new technologies and manage contingencies

3.1 Staff, supply chain and customers are kept informed of progress in the implementation of change to new technologies

3.2 The culture of the business is monitored and processes for facilitating culture change are utilised in accordance with the e-business strategy

3.3 Opportunities are identified to adjust policies and processes to respond to the changing needs of customers, supply chain and the organisation within budgetary requirements

3.4 Adjustments to policy and procedures to manage contingencies are made in accordance with level of responsibility and authority

RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

- | | |
|--|---|
| Legislation, codes and national standards relevant to the workplace may include: | <ul style="list-style-type: none">• award and enterprise agreements• national, State/Territory legislative requirements especially in regard to Occupational Health and Safety• industry codes of practice• OECD International Guidelines for Consumer Protection in E-Commerce• copyright laws• defamation laws• privacy legislation• intellectual property, confidentiality requirements• legal and regulatory policies affecting e-business |
| e-business is: | <ul style="list-style-type: none">• every type of business transaction in which the participants (ie suppliers, end users etc) prepare or transact business or conduct their trade in goods or services electronically (Definition of e-commerce in E-competent Australia, ANTA, May 2000) |
| New technologies may include: | <ul style="list-style-type: none">• mobile technologies eg second generation such as GSM (Global System for Mobile communications)• 3G (third generation cellular radio for mobile technology, designed to support wideband data communications just as well as voice - the basis for a wireless information society)• location based services for mobile• digital signature technology for mobile phone users• General Packet Radio Services (GPRS)• WAP (wireless application protocol)• UMTS (universal mobile telephony system)• xDSL technologies eg ADSL (Asymmetric Digital Subscriber Line)• computer telephony integration• access gateways (to hide type of access that may be via cable modem, mobile telephone, landline, ADSL modem)• fax gateways• Bluetooth chips for short distance wireless connections over short distances (alternative to cable) |

- EDGE (Enhanced Data rates for GSM Evolution) to increase GSM network capacity and data rates
- Internet telephony
- voice verification technology
- business to business electronic data intranet e.g. UN/EDIFACT, XML via internet, web browsers.

Policies and procedures may include:

- security
- risk management
- information management
- human resource management
- business ethics
- privacy
- confidentiality
- intellectual property
- fraud prevention and detection
- electronic communication

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence	<ul style="list-style-type: none">• Integrated demonstration of all elements of competency and their performance criteria• Sufficiency of provision for staff support and training, attention to cultural change issues, and integration of new technologies with other business processes
Underpinning Knowledge*	<ul style="list-style-type: none">• Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination• e-business• e-business terminology• Change management• Legal, ethical and security issues relating to introduction of new technologies• Culture of e-business versus traditional business models• Implementation issues
Underpinning Skills	<ul style="list-style-type: none">• Computer technology skills• Literacy skills to adjust policies and procedures and provide information to others• Numeracy skills for complying with budgetary requirements• Communication skills for consultation with suppliers, staff, supply chain and customers• Ability to relate to stakeholders from a range of social, cultural and ethnic backgrounds and physical and mental abilities
Resource Implications	The learner and trainer should have access to appropriate documentation and resources normally used in the workplace
Consistency of Performance	In order to achieve consistency of performance, evidence

should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

Context/s of Assessment

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit

KEY COMPETENCY LEVELS

NB: These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Collect, analyse and organise information	Communicate ideas and information	Plan and organise activities	Work with others and in teams	Use mathematical ideas and techniques	Solve problems	Use technology
Level 2	Level 3	Level 3	Level 3	Level 2	Level 3	Level 2

Three levels of performance denote level of competency required to perform a task.

1. Perform
 2. Administer
 3. Design
- Collecting, analysing and organising information – to develop an implementation plan and to identify risks and changes needed to develop the business
 - Communicating ideas and information – through updated policy and procedures, to keep staff and customers informed of implementation progress of new technologies for the business
 - Planning and organising activities – to prepare for the implementation of new technologies for the business, including the training and development of new and existing staff and other stakeholders
 - Working with teams and others – to provide training to staff and others affected by the introduction of new technologies to the business
 - Using mathematical ideas and techniques – to prepare budgets and timeframes for the implementation of new technologies for the business
 - Solving problems – to manage cultural change, business process change and contingencies relating to the introduction of new technologies to the business
 - Using technology – once integrated into the business

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies