



Australian Government

Department of Education, Employment and Workplace Relations

BSBITB701A Implement advanced electronic technologies

Revision Number: 1

BSBITB701A Implement advanced electronic technologies

Modification History

Not applicable.

Unit Descriptor

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| Unit descriptor | <p>This unit describes the performance outcomes, skills and knowledge required to improve business, learning and knowledge outcomes through implementing advanced electronic technologies, as a member of a senior management team.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p> |
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Application of the Unit

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| Application of the unit | <p>This unit applies to leaders or managers working to ensure learning advances individual and organisational capabilities.</p> <p>Leaders in learning should be able to implement advanced electronic technologies such as those associated with electronic business (e business) models; electronic retail (e retail) sales, service and payment solutions; mobile and wireless technologies; and technologies relating to the management of the supply chain.</p> <p>Operational management in relation to introducing technologies to enhance business processes may involve complex judgements.</p> <p>This unit may relate to learning activities within a small to medium sized organisation or to a significant unit of activity in a large organisation.</p> |
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

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| Prerequisite units | | |
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Employability Skills Information

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| Employability skills | This unit contains employability skills. |
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Elements and Performance Criteria Pre-Content

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| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
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Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| 1. Implement electronic technologies to advance business models | <p>1.1. Determine and <i>communicate to stakeholders</i> the <i>commercial set up</i> of the business to supply electronic commerce (e-commerce) products or services</p> <p>1.2. Analyse and evaluate <i>e-business models</i> appropriate to a specific operational context</p> <p>1.3. Implement <i>arrangements for conducting e-commerce</i> appropriate to <i>data</i> management, and <i>business and organisational requirements</i></p> <p>1.4. Ensure e-business models interoperate technically and operationally with organisation's management of customer service, performance, learning and decision support</p> <p>1.5. Implement <i>customer authentication and transaction systems</i> appropriate to business and organisational requirements</p> <p>1.6. Review and report opportunities to improve e-commerce infrastructure, systems and solutions</p> |
| 2. Implement electronic technologies to advance retail sales operations | <p>2.1. Determine and communicate to stakeholders the commercial set up of the business to supply e-retail services</p> <p>2.2. Analyse and evaluate appropriate e-retail tools and processes</p> <p>2.3. Align e-retail strategy with business strategies, and business and organisational requirements</p> <p>2.4. Implement arrangements for conducting e-retailing appropriate to business and organisational requirements</p> <p>2.5. Review and report opportunities to improve e-retail infrastructure, systems and solutions</p> |
| 3. Implement electronic technologies to advance mobile operations | <p>3.1. Identify and communicate to stakeholders, range of options available in <i>mobile computing devices</i> and <i>mobile technologies</i> appropriate to business unit and organisational requirements</p> <p>3.2. Confirm trends in <i>mobile commerce</i> and related systems</p> <p>3.3. Research trends in mobile internet and other communication networks</p> <p>3.4. Implement arrangements for mobile commerce and related systems appropriate to business and organisational requirements</p> |

| ELEMENT | PERFORMANCE CRITERIA |
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| | 3.5. Review and report opportunities to improve mobile electronic infrastructure, systems and solutions |
| 4. Implement electronic technologies to advance supply chain management | <ul style="list-style-type: none">4.1. Determine and communicate to stakeholders the commercial set up of the business to electronically manage a <i>supply chain</i>4.2. Research and report strengths and weaknesses of options relating to electronic enhancement of supply chain management4.3. Develop electronic supply chain model and strategy4.4. Align supply chain management with e-business strategies and model4.5. Implement electronic supply chain model4.6. Review and evaluate electronic supply chain model against business and organisational requirements4.7. Determine and report enhancements to electronic enablement of supply chain |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication and teamwork skills to consult with stakeholders and system users
- problem-solving, initiative and enterprise skills to:
 - assess vulnerabilities in e-commerce systems and infrastructure set up
 - manage risks and implications of electronic payment systems
 - monitor business customer satisfaction
 - map business customer needs and expectations
 - evaluate competitive technologies for implementing electronic payments
- teamwork skills to provide leadership in occupational health and safety (OHS) practice and observance of ethical standards, legislative requirements and good corporate governance requirements
- technology skills to:
 - use appropriate technology to achieve system and business outcomes
 - use appropriate terminology
 - use high levels of accounting (mathematical), technological and e-commerce systems
 - assess suitability and reliability of hardware and software
 - compare and recommend new technology solutions that have potential to improve organisational outcomes.

Required knowledge

- business policies and procedures impacting on job role or function
- capabilities and limitations of infrastructure
- customer needs
- electronic payment and processing
- facilities and infrastructural management
- information sources on product and supply arrangements for customers
- manufacturers' specifications for use and maintenance of equipment and systems
- methods for assuring safe and secure payment using electronic medium
- planning techniques
- principles of supply chain management
- quality measures and principles
- relevant legislation, codes and regulations that affect business operations, especially in regard to OHS and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant obligations under the Australian Quality Training Framework (AQTF) Standards for Registered Training Organisations

REQUIRED SKILLS AND KNOWLEDGE

- resource investment and maintenance solutions
- resource requirements and limitations
- secure electronic system for merchant transactions
- technology underlying secure transmission and verification of information
- trends in business to business e-commerce and e-business systems
- written policies and internal procedures on trading, e-trading and associated contractual documents.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- research and evaluation of appropriate electronic technology for a given business system
- capacity to analyse, develop and implement plans for an effective e-business solution, e-retail solution, mobile business solution and electronic supply chain management solution to meet specific organisational needs
- knowledge of methods for assuring safe and secure payment using electronic medium.

Context of and specific resources for assessment

Assessment must ensure:

- competence is consistently demonstrated over time, and over a range and variety of situations
- access to required assessment facilities and resources.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of applied projects or learning activities, for instance related to implementing effective electronic solutions across e-commerce, mobile, e-retail and electronic supply chain management for a specific business requirement
- direct observation of contextual application of skills
- oral or written questioning to assess knowledge of capabilities and limitations of infrastructure
- review of research and evaluation of the appropriate electronic technology for a given business system.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBLED704A Review enterprise e-learning systems

EVIDENCE GUIDE

and solutions implementation.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

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| <i>Communication to stakeholders</i> includes: | <ul style="list-style-type: none"> • electronic or physical means to inform: <ul style="list-style-type: none"> • business partners • customers • executive management • other employees • public • public agencies, especially regulators • shareholders • suppliers |
| <i>Commercial set up</i> may include: | <ul style="list-style-type: none"> • business to business (B2B) • business to customer (B2C) • business to government (B2G) • customer to customer (C2C) |
| <i>E-business models</i> may include such typologies as: | <ul style="list-style-type: none"> • advertising model • affiliate model • auction model • barter model • catalogue model • channel model • exchange model |
| <i>Arrangements for conducting e-commerce</i> may vary with: | <ul style="list-style-type: none"> • access • commercial set up of trading company • content (product, data and information) • payment methods • services • software • supply arrangements |
| <i>Data</i> may include: | <ul style="list-style-type: none"> • electronic catalogues • electronic data interchange (EDI) • inventory data • logistics databases |

| RANGE STATEMENT | |
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| | <ul style="list-style-type: none"> • product shipment data • real-time warehouse inventory status |
| <i>Business and organisational requirements</i> may include: | <ul style="list-style-type: none"> • access and equity principles and practices • business and performance plans • collaborative or partnership arrangements • confidentiality requirements • defined resource parameters • ethical standards • existing technology, systems and processes such as electronic resource planning (ERP) and electronic performance or decision support systems (EPS) • goals, objectives, plans, systems and processes • legal and organisational policies, guidelines and requirements • OHS policies, procedures and programs • quality and continuous improvement processes and standards • quality assurance or procedures manuals • recording and reporting procedures • team and business unit structures and focus |
| <i>Customer authentication and transaction systems</i> may include: | <ul style="list-style-type: none"> • clearance systems • credit card transactions • customer authentication • customer service team structure and orientation • dishonour systems • electronic bill payment • electronic presentment • fulfilment requirements • payment gateways • privacy compliance |
| <i>Mobile computing devices</i> may include devices with a data processor such as: | <ul style="list-style-type: none"> • handheld computing devices • mobile cellular telephones • mobile computers • personal digital assistants (PDAs) |
| <i>Mobile technologies</i> may include: | <ul style="list-style-type: none"> • location and telemetry devices (such as global positioning system) • network connection typology (such as wireless, cellular, satellite) • RFID (Radio Frequency Identification), |

| RANGE STATEMENT | |
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| | barÂ coding and scanning technology <ul style="list-style-type: none"> WAP (wireless application protocol) to allow personnel to access logistics databases via handheld or palm-sized devices |
| Mobile commerce includes: | <ul style="list-style-type: none"> all activities related to the use of mobile or wireless information and communication technologies (ICTs) to communicate, interact, entertain and transact any time, anywhere, any place across public or private networks |
| Supply chain includes: | <ul style="list-style-type: none"> entire cycle from raw materials to producers, component suppliers, manufacturers, wholesalers, third party service providers, retailers, customers and recyclers, freight, distribution and cash flow |

Unit Sector(s)

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| Unit sector | |
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Competency field

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| Competency field | Information and Communications Technology - IT Building and Implementation |
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Co-requisite units

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| Co-requisite units | | |
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