Australian Government
Department of Education, Employment and Workplace Relations

ICAICT604A Identify and implement business innovation

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

ICAICT604A Identify and implement business innovation

Modification History

Release	Comments
Release 1	This Unit first released with *ICA11 Information and Communications Technology Training Package version 1.0*

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to analyse traditional business processes to identify and implement business opportunities for innovation and reform.

Application of the Unit

This unit applies to those managing a knowledge management or systems development team, or working in a senior role in such a team. Those with line management responsibility would undertake this role.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
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

1. Compare the business with competitor businesses	1.1 Investigate information on business markets, customers and methods of doing business
	1.2 Analyse and compare the current market for the business and the customer base with typical business markets and customers
	1.3 Analyse and contrast current business relationships, business processes and methods of doing business with e-facilitated businesses
2. Identify business opportunities for innovation and reform	2.1 Investigate innovation and reform of *aspects of the business* through business strategies
	2.2 Assess opportunities for their compatibility with business goals and objectives, and conduct a cost-benefit analysis for each
	2.3 Evaluate the degree of likely change and the ramifications for the business and its culture for each opportunity
	2.4 Conduct a risk management analysis and formulate a plan for dealing with contingencies according to organisational requirements
	2.5 Rank opportunities in terms of their viability and applicability to the organisation
	2.6 Include opportunities for innovation in the organisation's business strategy and prioritise them for implementation
3. Implement innovation	3.1 Redesign aspects of the business in an innovative manner using online technologies according to the organisation's business strategy
	3.2 Integrate innovation into the business and monitor to gauge usefulness and maximise implementation
	3.3 Review business innovation in consultation with users and make recommendations for improvement or further innovation

Required Skills and Knowledge

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

Required skills

- analytical skills to evaluate opportunities
- communication skills to liaise with management, technical staff and end users of an organisation
- initiative and enterprise skills to plan innovations in line with business strategies
- literacy skills to produce reports and proposals
- numeracy skills to produce a cost-benefit analysis
- planning and organisational skills to plan a strategy to be implemented over time
- research skills to identify appropriate technologies to fit with an organisation's requirements.

Required knowledge

- culture of the business versus traditional business models
- internal and external sources of information
- legal, ethical and security issues relating to business strategies
- records-management principles
- relevant legislation from levels of government that effect business operation, especially regarding OHS and environmental issues, equal opportunity, industrial relations and anti-discrimination
- structure of the business.

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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 ability to: • explain the organisation's strategic directions • develop innovations to assist the business • produce a cost-benefit analysis of suggested innovations • develop an implementation plan for such innovations.
Context of and specific resources for assessment	Assessment must ensure access to: • a range of business documents covering vision, mission statements and strategic directions • site where business opportunities for innovation may be implemented. Where applicable, physical resources should include equipment modified for people with special needs.

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:
	• review of candidate's written reports outlining:
	  • number of business innovations
	  • cost-benefit analysis and recommendations
	• evaluation of candidate's project plan to implement an innovation
	• verbal and written questioning to determine candidate's knowledge of:
	  • organisation's strategic directions
	  • cost-benefit analysis.

Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed. Indigenous people and other people from a non-English speaking background may need additional support.

	In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.

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.

Aspects of the business may include:	- customer service - delivery of core services - delivery of products - market development - product development.

Unit Sector(s)

General ICT