Assessment Requirements for ICTAUT401 Design business process automation solutions

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Newly created unit of competency to address in-demand skills needs.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- select and recommend at least one business process automation (BPA) solution to enhance organisational efficiency, where the work must include one of the following for each solution:
  - workflow automation plan
  - BPA strategy
  - BPA implementation guide.

In the course of the above, the candidate must:

- distinguish between different BPA solutions, components and strategies
- apply required organisational policies and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- types and features of BPA solutions, including:
  - BPA components
  - BPA strategies
  - BPA systems
- advantages and disadvantages of BPA
- integration points for workflow automation systems and legacy systems
- functions and features of workflow automation software tools, including:
  - data connections

- events
- executes
- inputs and outputs
- formats
- workflow automation design considerations, including:
  - commission sign-off
  - process mapping
  - service quote approvals
  - review procedures
  - leave request approvals
- common types of documents that may be automated in different workplace departments
- key organisational areas that are commonly automated, including:
  - inventory management
  - billing and credit services
  - courier services
  - human resources
  - internal operations
  - customer relationship management (CRM) services
- types of web service integrations, including:
  - enterprise resource planning (ERP) systems
  - ecommerce platforms
  - CRM systems maps
- organisational formats for documentation and reports
- organisational policies and procedures, and legislative requirements relating to work tasks.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- BPA software, tools, and information
- opportunities for interaction with others
- work brief and organisational policies and procedures required to demonstrate the performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet - -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2