Assessment Requirements for ICTAUT402 Apply robotic desktop automation

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:

- deploy at least two robotic desktop automation (RDA) software programs for a single server.

In the course of the above, the candidate must:

- distinguish between different types of RDA software in work environments
- 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:

- key functions and features of RDA software and systems
- key types, operations and processes of robotic automation and components
- key considerations when implementing RDA into daily activities, operations and processes
- types of installation methods and components, including:
  - server configuration
  - cloud instance
  - virtual machine
  - compatibility matrices
- industry-recognised methods for configuring single server authentication
- types of web service integrations, including:
  - enterprise resource planning (ERP) systems

- ecommerce platforms
- customer relationship management (CRM) systems
- organisational areas and tasks applicable for hybrid RDA, including:
    - billing, accounting and credit services
    - reporting and file transformation
    - customer service
    - call centres
    - courier services
    - human resources
    - internal operations
- 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:

- procedural processes where RDA may be implemented
- required automation and deployment components, equipment and tools
- 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

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