



Australian Government

Department of Education, Employment and Workplace Relations

ICAICT507A Select new technology models for business

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to identify opportunities for using new technology to support and enable efficient models of business.

Application of the Unit

This unit applies to senior information and communications technology (ICT) staff in a range of areas who are required to research innovative approaches to meeting business requirements.

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
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Identify processes to be improved by the application of a new business model	1.1 Map existing process flow against relevant performance standards in order to identify areas that may need improvement 1.2 Outline emerging models and processes 1.3 Identify changes in the technological, client and supply chain environment 1.4 Document changes identified and submit to appropriate person for review
2. Appraise existing models	2.1 Analyse existing business models in use 2.2 Investigate business models in use in other similar businesses 2.3 Identify and determine relevance of business models in use and under development in other industry sectors 2.4 Map existing models in other parts of business supply chain
3. Research new business models	3.1 Investigate new business models to establish opportunities for improvement 3.2 Evaluate opportunities against business requirements 3.3 Prioritise and document identified opportunities
4. Select the appropriate model	4.1 Select a business model that improves the business processes 4.2 Develop performance benchmarks to measure the effectiveness of the chosen business model 4.3 Model new business process or model and collaborate with other businesses 4.4 Document the proposed business model according to business procedures 4.5 Forward appropriate document to appropriate person for sign-off

Required Skills and Knowledge

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

Required skills

- analytical skills to analyse current business models
- initiative and enterprise skills to develop new methods of doing business
- literacy skills to:
 - deal with complex ideas and concepts
 - document benchmarking standards
- numeracy skills to develop cost-benefit analyses
- problem-solving skills to use data obtained from modelling to support decision making
- technical skills to:
 - conduct prototyping
 - design technical models
 - evaluate models.

Required knowledge

- benchmark selection and development
- business process design
- business-to-business and business-to-customer interface and liaison
- copyright and intellectual property
- current technical environment
- determination of the impact of technological change
- electronic commerce modelling language (ECML)
- environmental scanning
- interpretation of design specifications
- modelling
- value and supply chain management
- website architecture.

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: • identify new approaches to using technology or new technology to enable efficient models of business • determine the appropriate focus of the selected business model in order to achieve the desired performance improvement • document the new business model.
Context of and specific resources for assessment	Assessment must ensure access to: • business systems • analysis software • modelling software • business requirements • current industry news, forums, lists and chat rooms • user analysis • supply and value chain analysis. 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: • verbal or written questioning to assess candidate's knowledge of current business processes and modelling • review of reports prepared by candidate showing proposed new business model.
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.
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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.

Standards may include:	• International Organization for Standardization (ISO), International Electrotechnical Commission (IEC) and Australian Standards (AS) standards • organisational standards • project standards.
Client may include:	• employees • external organisations • individuals • internal departments.
Appropriate person may include:	• authorised business representative • client • supervisor.
Business requirements may include:	• customer • inventory • payroll • supplier • tax requirements of the organisation.

Unit Sector(s)

General ICT