



Australian Government

ICTAUT501 Manage robotic process automation

Release: 1

ICTAUT501 Manage robotic process automation

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 need

Application

This unit describes the skills and knowledge required to manage the autonomous transformation of preconfigured organisational processes, activities, transactions, tasks and areas by limiting human intervention through the implementation of robotic process automation (RPA).

The unit applies to individuals who may independently be working in roles such as digital migration engineers, design transformation technicians and automation engineers.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Automation

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan for RPA	1.1 Confirm work brief and tasks according to organisational policies and procedures 1.2 Identify and document procedural tasks, processes and organisational areas that may require RPA 1.3 Identify web service integrations according to work brief 1.4 Select RPA method and plan stages according to work brief 1.5 Select and source software deployment components according to organisational policies and procedures 1.6 Confirm software deployment component serviceability

ELEMENT	PERFORMANCE CRITERIA
2. Automate organisational systems	2.1 Analyse legacy systems and support matrix 2.2 Configure authentication requirements according to analysis 2.3 Create operator account and apply prerequisites 2.4 Authenticate user access and permissions 2.5 Install RPA software in operational applications according to organisational policies and procedures
3. Implement RPA into ways of working	3.1 Deploy RPA software according to work brief 3.2 Program defined set of tasks on RPA software 3.3 Test RPA software according to organisational policies and procedures 3.4 Rectify any RPA software functionality issues
4. Finalise RPA	4.1 Seek feedback on RPA implementation from required personnel 4.2 Implement and document feedback from required personnel 4.3 Gain final approval from required personnel

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Oral communication	Uses highly developed listening, observational and questioning skills to understand others' perspectives and clarify requirements
Reading	Interprets specialised documentation, guidelines and specifications to determine and confirm requirements
Writing	Prepares workplace documentation in a format appropriate to organisational requirements
Initiative and enterprise	Follows established protocols in changing contexts
Planning and organising	Plans work stages in detail, regularly reviewing priorities and performance during implementation
Problem solving	Uses analytical thinking to investigate complex issues and determine appropriate solutions
Technology	Investigates the strategic and operational potential of digital trends to achieve work goals, enhance work processes, create

Skill	Description
	opportunities and enhance or reduce risks • Troubleshoots technology for functionality and serviceability

Unit Mapping Information

No equivalent unit. Newly created unit.

Links

Companion Volume Implementation Guide is found on VETNet - -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTAUT501 Manage robotic process automation

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 need

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:

- implement at least one robotic process automation (RPA) software into at least one organisation or work area
- confirm RPA software functionality for at least two different organisational processes.

In the course of the above, the candidate must:

- select reliable sources of information to identify automation opportunities
- 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:

- functions and features of RPA software, systems and components
- considerations when applying automation of cross-department applications, including:
 - server configuration
 - cloud instance
 - virtual machines
 - compatibility matrix
- functions and features of authentication and prerequisites
- key types of web service integrations, including:
 - enterprise resource planning (ERP) systems
 - ecommerce platforms
 - customer relationship management (CRM) systems

- types of processes, activities and transactions that can be automated with RPA
- key industrial manufacturing tasks applicable for RPA, including:
 - machine tool tending
 - material handling and removal
 - welding and gas metal arc welding
 - assembly
- key organisational areas applicable for RPA, including:
 - inventory management
 - back office operations
 - CRM services
 - claim and invoice processing
- 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:

- required RPA hardware, software, deployment components, equipment and tools as outlined in work brief
- 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>