



Australian Government

ICTDSN403 Apply innovative thinking and practices in digital environments

Release: 1

ICTDSN403 Apply innovative thinking and practices in digital environments

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.

Application

This unit describes the skills and knowledge required to generate digital solutions to implement innovative thinking and practices in digital environments. It includes identifying strategies, selecting techniques and designing approaches to promote innovation in workplace contexts.

The unit applies to individuals who may work in roles such as information technology (IT) strategist, who contribute to innovating digital workplace contexts.

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

Unit Sector

Design thinking

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. Review workplace needs	1.1 Confirm work brief and tasks according to organisational policies and procedures 1.2 Evaluate digital needs and workplace limitations with required personnel 1.3 Identify and analyse conditions that impact innovation in workplace contexts 1.4 Research and report on techniques that remove or minimise conditions that inhibit innovation in workplace contexts

ELEMENT	PERFORMANCE CRITERIA
	according to work brief 1.5 Research and report on workplace innovation drivers and enablers according to work brief
2. Define client needs and problems	2.1 Identify core client problems according to work brief 2.2 Develop human-centred problem statement according to work brief 2.3 Storyboard client needs, experiences, behaviours and goals according to work brief
3. Evaluate digital solutions to meet identified needs	3.1 Confirm required ideation technique according to organisational policies and procedures 3.2 Implement required ideation technique and brainstorm digital solutions 3.3 Document innovative ideas and practices according to selected ideation technique
4. Prototype digital solutions	4.1 Create scaled-down versions of specified digital solutions according to budget requirements and work brief 4.2 Seek feedback from required personnel 4.3 Review and implement required feedback according to organisational policies and procedures
5. Implement prototyped digital solutions	5.1 Develop digital solution selection criteria according to work brief 5.2 Test digital solutions and assess against selection criteria 5.3 Select digital solution scoring highest against selection criteria 5.4 Confirm required implementation and risk mitigation processes 5.5 Integrate digital solution into workplace context according to organisational policies and procedures

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
Reading	Identifies, analyses and interprets visual and textual information from a range of sources and texts
Writing	Develops a broad range of materials using clear language in order to convey specialised information and requirements

Skill	Description
Planning and organising	• Uses a variety of processes to identify risks, design solutions and consider implementation issues
Problem solving	• Uses formal analytical techniques to identify issues and implement solutions
Technology	• Uses a broad range of strategies to store, access and organise virtual information, recognising that design choices will influence what information is retrieved and how it may be interpreted and used

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 ICTDSN403 Apply innovative thinking and practices in digital environments

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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:

- prototype and test at least two different innovative digital solutions for a workplace
- implement the above solutions into the workplace context.

In the course of the above, the candidate must:

- tailor work tasks to be applied within the parameters of digital environments
- iterate, alter and refine prototypes according to feedback from required personnel
- 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:

- industry-recognised in-person and virtual ideation techniques
- industry-recognised collaboration tools and techniques that enhance innovative thinking
- organisational conditions that impact innovative thinking and creativity
- types of innovation drivers and enablers
- reliable methods to research organisational trends and digital insights
- characteristics of human-centred problem statements
- functions and features of:
 - digital prototypes
 - digital solution selection criteria
- principles of digital accessibility
- methods to identify and mitigate implementation risks for digital solutions

- organisational policies and procedures, budget requirements 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:

- opportunities for interaction with others
- work brief, and organisational policies, procedures and financial budget 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

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