



Australian Government

ICTICT804 Direct ICT in a supply chain

Release: 1

ICTICT804 Direct ICT in a supply chain

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to direct the effective use of information and communications technology (ICT), in support of critical supply chain processes.

It applies to individuals who work in high-level management positions and lead the analysis, implementation and management of emerging, and converging, ICTs as they are integrated into the business process to support the organisational strategic goals of medium to large organisations.

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

Unit Sector

General ICT

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. Identify the current or proposed supply chain infrastructure	1.1 Critically evaluate the key principles of supply chain management 1.2 Identify the supply chain processes in the organisation, from operational and business perspectives 1.3 Identify and review, management and operational links to external organisations 1.4 Identify current supply chains, network processes, service and performance objectives
2. Direct ICT strategy to support supply chain	2.1 Develop a strategy to align ICT technical resources with the

ELEMENT	PERFORMANCE CRITERIA
processes	identified supply chain processes 2.2 Build a communication model to improve the integration, and sharing of, critical business information between decision-makers and the operations and technical divisions 2.3 Identify the key performance indicators that will track progress against the strategic company objectives
3. Lead the risk management of supply chain ICT support services	3.1 Lead the development of a strategy for the risk assessment of internal, and external, supply chain processes 3.2 Assess the risk assessment strategy, to ensure that it complies with organisational policy 3.3 Mitigate identified risks
4. Direct the quality assurance processes for supply chain ICT support services	4.1 Implement strategies to monitor the performance levels of supply chain ICT support services 4.2 Ensure the continuous improvement of supply chain ICT support services

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.3, 1.4, 2.3, 3.2	Identifies, analyses and evaluates complex textual information relevant to the job role
Writing	2.1, 2.2, 2.3, 3.1, 4.1, 4.2	Selects the document structure, language, grammar and terminology to suit the specific subject matter, and audience, when developing strategic plans, a supply chain model, and a communication model
Oral Communication	1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3, 4.1, 4.2	- Obtains information by using effective listening and probing, and open questioning technique - Uses grammatical structures, specialised language, and the appropriate tone, pitch and body language to achieve precise meaning, when articulating requirements and providing feedback
Numeracy	2.1, 2.3, 3.1, 3.2, 4.1, 4.2	Uses a range of statistical, mathematical and financial calculations, formulae and functions,

		together with appropriate software tools, to interpret numerical data relating to performance objectives, key performance indicators, risk assessment and continuous improvement
Navigate the world of work	3.2	Recognises and responds to organisational policies and protocols within the workplace
Get the work done	1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 3.3, 4.2	- Considers the strategic and operational potential of digital technology to achieve work goals, enhance work processes, create opportunities, and reduce risks - Draws on a broad understanding of the context, and uses a combination of analysis and intuition to decide whether an idea is worth developing, and implementing - Uses a nuanced understanding of context to recognise anomalies and subtle deviations to normal expectations, focusing attention on critical issues and variables, and filtering out any peripheral issues - Develops plans for complex high-impact activities with strategic implications

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTICT804 Direct ICT in a supply chain	ICAICT704A Direct ICT in a supply chain	Updated to meet Standards for Training Packages. Recoded to meet AQF requirements	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for ICTICT804 Direct ICT in a supply chain

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- develop strategic directions for supply chain management in alignment with the organisational goals
- develop a strategy and key performance indicators for supply chain processes
- lead the development of a risk analysis strategy for a supply chain
- ensure that procedures identifying where risk occurs, and the measures needed to mitigate such risk, are developed and implemented
- ensure that a continuous improvement plan, for the information and communications technology (ICT) support of supply chain processes, is developed and implemented.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the typical supply chain models, and describe their management and business process integration
- discuss business continuity issues for the organisation
- describe the impact on the supply chain of the organisation's industry and current functionality, including the existing data and information systems
- summarise the organisation's internal and external dependencies, and interdependencies
- review and outline the organisational policies and procedures, including the risk-management strategy
- describe past and current, internal, external and industry disruptions that may impact on the supply chain
- outline the relevant legislation and regulations that impact on business continuity including:
 - workplace health and safety (WHS)

- environment
- duty of care
- contracts
- business and company law
- freedom of information
- industrial relations
- privacy and confidentiality
- due diligence
- records management.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general ICT industry, and include access to:

- relevant strategic-level enterprise, including:
 - planning
 - financial
 - ICT infrastructure
- codes of practice, legislation and regulations
- organisational policies and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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