



Australian Government

Department of Education, Employment and Workplace Relations

RTE4914A Participate in an e-business supply chain

Release: 1

RTE4914A Participate in an e-business supply chain

Modification History

Not applicable.

Unit Descriptor

This competency standard covers the process of participating in e-business supply chains. With the increasing use of information and communication technologies, supply chains are becoming more integrated and reliant on the exchange of electronic data to facilitate improved production and distribution. Traditional industry supply chains are changing, and the needs of specific customers are affecting production along with the processes used to take goods to market.

This unit requires the application of knowledge and skills to understand the e-business supply chain as a whole. It requires the ability to adjust production to meet the requirements of that supply chain, and to provide product data in the formats required. It assumes that some new business processes and associated technology are required.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare e-business systems and procedures	1.1 Supply chain requirements are identified and validated as required. 1.2 Technology requirements are identified. 1.3 Technology is brought online in accordance with requirements and budget. 1.4 Policies and procedures are designed to guide business relations and operations in accordance with supply chain requirements. 1.5 Supporting business processes and outputs are designed or re-designed to support requirements of the e-business supply chain. 1.6 Information and development support is provided to staff, customers and suppliers to assist in implementation the requirements of the e-business supply chain.
2 Implement e-business systems and procedures	2.1 Production processes required by e-business supply chain are implemented. 2.2 Online purchasing, selling and payments are conducted as required by the e-business supply chain with reference to associated risk management strategies and relevant legal and ethical requirements. 2.3 Business processes and data flows required by the e-business supply chain are identified and adjusted as required. 2.4 Actions to build trust and foster a supply chain culture are implemented in accordance with supply chain ethos.
3 Monitor and review e-business systems and procedures	3.1 E-business innovation/s are integrated into the business and monitored to gauge their usefulness and maximise implementation. 3.2 E-business innovation is reviewed in consultation with users and recommendations for improvement

or further innovation documented and evaluated.

- 3.3 Business data and reports are used to compare outcomes, budgets, timelines and forecasts to actual performance.
- 3.4 Technology performance is reviewed and recommendations made for improvements to hardware, software and/or their use in accordance with e-business strategy and budget.
- 3.5 Feedback and evaluation results are used to plan and improve future supply chain management strategies.

Required Skills and Knowledge

Not applicable.

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Competence in participating in an e-business supply chain requires evidence that production is done in such a way as to meet the requirements of the relevant supply chain.

The skills and knowledge required to participate in an e-business supply chain must be transferable to a different work environment. For example, as different supply chains exist across a range of industry sectors, the nature of workplace practices and procedures will vary according to the extent to which electronic forms of data are used.

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

the entire supply chain from raw materials to producers, component suppliers, manufacturers, wholesalers, third party service providers, retailers, customers and recyclers, plus freight, distribution and cash flow

technology hardware and software requirements of the e-business supply chain protocols for electronic data interchange personal identification and password for online access between businesses for access to inventory data and purchasing, payment or supply processes

banking information for electronic funds transfer

protocols for to e-business legal and security issues

e-business terminology.

What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complementary skills are required. These include the ability to:

- use relevant technology such as computers, handheld scanners, bar-coding equipment
- prepare production data in the format required by the e-business supply chain
- converse and liaise with supply chain contacts, staff and senior management
- meet production deadlines required by e-business supply chain.

What processes should be applied to this competency standard?

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

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| 1. How can communication of ideas and information (3) be applied? | By communicating with management, operators and other stakeholders in the e-business supply chain. |
| 2. How can information be collected, analysed and organised (2)? | By observing and analysing the effect of the e-business supply chain on the production processes in place. |
| 3. How are activities planned and organised (2)? | In ensuring that production timelines meet the requirements of the e-business supply chain. |
| 4. How can team work (2) be applied? | In working safely to ensure that production targets are met. |
| 5. How can the use of mathematical ideas and techniques (2) be applied? | In calculating and recording consignment details. |
| 6. How can problem-solving skills (2) be applied? | Through identifying solutions to production processes that are not compatible with the e-business supply chain. |
| 7. How can the use of technology (2) be applied? | By ensuring that enterprise technology infrastructure is adequate to participate in the e-business supply chain. |

Are there other competency standards that could be assessed with this one?

This competency standard **could** be assessed on its own or in combination with other competencies relevant to the job function.

There is essential information about **assessing this competency standard for consistent performance** and **where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to the

Assessment Guidelines. Further advice may also be sought from the relevant **sector booklet**.

Range Statement

Range of Variables

The Range of Variables explains the contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment requirements may depend on the work situations available

What forms of **e-business** might relate to this standard?

Every type of business transaction in which the participants (i.e. suppliers, end users, etc.) prepare or transact business or conduct their trade in goods or services electronically (Definition of e-commerce in **E-competent Australia**, ANTA, May 2000). Some e-business supply chains however, may only involve electronic data related to products e.g., consignment data relating to product type, price, etc., details of individual animals captured by RF or microchip scanners.

What aspects of the **supply chain** might apply to this unit?

Different industry sectors have different supply chains depending on the nature of goods and the extent to which e-business has been embraced by producers and suppliers. The supply chain may include the entire cycle from raw materials to producers, component suppliers, manufacturers, wholesalers, third party service providers, retailers, customers and recyclers, plus freight, distribution and cash flow.

What **business processes** might be relevant?

Business processes will vary depending on the industry sector and the elements of production related to an e-business supply chain. Relevant business processes might include purchasing of production inputs, data entry, administration, payments, production, packing, preparation for transport, storage, accounting, etc. In e-business supply chains, business processes relate to business data as much as the outputs of production.

What **e-business systems** might be relevant to this unit?

Participation in an e-business supply chain will often require some form of process re-engineering where aspects of production and administration are changed to meet new business requirements. The changes will vary depending on the industry sector, the elements of production involved and the state

of readiness of the enterprise.

Implementation might require:

advice on technology issues/compatibility

protocols for electronic data interchange

personal identification and password for
online access between businesses for access
to inventory data and purchasing, payment or
supply processes

banking information for electronic funds
transfer

protocols relating to legal or security issues
for e-business.

For more information on contexts, environment and variables for training and assessment,
refer to the Sector Booklet.

Unit Sector(s)

Not applicable.