



Australian Government

Department of Education, Employment and Workplace Relations

SIRXQUA003A Create an innovative work environment

Revision Number: 2

SIRXQUA003A Create an innovative work environment

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to create a work environment that enables and supports the application of innovative practices in the workplace.

Application of the Unit

This unit applies to team leaders who create a work environment that fosters innovation. It includes consideration of working conditions and practices, management practices, physical layout and training and education.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element

Performance Criteria

Elements describe the essential outcomes of a unit of competency.

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.

- | | |
|---|--|
| 1. Implement work practices and procedures to support innovation. | 1.1. Establish <i>working conditions</i> that <i>encourage</i> the application of innovation in the workplace.
1.2. Implement processes to maximise the use of innovation in <i>work activities</i> .
1.3. Introduce and maintain <i>workplace procedures</i> to foster the application of innovation in the workplace.
1.4. Facilitate <i>collaborative work arrangements</i> to foster innovation. |
| 2. Implement management practices to support innovation. | 2.1. Actively support and guide the development of new ideas.
2.2. Ensure all ideas are positively received and constructive advice provided.
2.3. Establish and maintain relationships based on mutual respect and trust between <i>management and staff</i> .
2.4. Exemplify innovative work practice in the way management approaches work and team responsibilities. |
| 3. Promote innovation in the workplace. | 3.1. <i>Acknowledge</i> staff suggestions, improvements and innovation.
3.2. <i>Celebrate and promote</i> innovation by appropriate means.
3.3. Promote and reinforce the value placed by management on innovation in spite of the potential risks. |
| 4. Create a physical environment that supports innovation. | 4.1. Decorate the <i>physical environment</i> to maximise creativity.
4.2. Design work spaces to encourage the cross-fertilisation of ideas as well as the application of innovation at work skills.
4.3. Design work spaces to provide for the development of relationships between all members of the workplace. |
| 5. Provide information and learning opportunities to foster innovation. | 5.1. Share <i>relevant information</i> , knowledge and skills within the organisation.
5.2. Provide formal learning opportunities to help develop skills needed for innovation at work.
5.3. Create active <i>learning opportunities</i> in which managers and staff can learn from the experience of others. |

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- interpersonal skills to:
 - discuss and provide constructive feedback on ideas
 - establish and maintain relationships and share information through clear and direct communication
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- leadership skills to encourage and support achievements of team members
- literacy skills to access, research, interpret and share information

Required knowledge

- innovation at work skills
- basic management principles
- the ways workplace climate can affect employees' attitudes and performance
- coaching and learning opportunities for employees and how they can be used to improve the skills in the use of innovative work practices
- factors that can motivate staff to apply innovative work practices
- ways of rewarding performance in the workplace

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit Evidence of the following is essential:

- organises procedures to support innovation in the workplace
- encourages collaborative work arrangements
- implements management practices that support innovation
- provides encouragement for innovation
- rewards suggestions, improvements and innovation in the workplace through celebration and promotion by appropriate means
- creates a physical environment that supports innovation
- establishes strategies to promote innovative work practice
- provides information and learning opportunities to foster innovation.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as store policy and procedures manuals
- a range of communication equipment
- a work team.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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 in the performance criteria is detailed below.

Working conditions may include:

- flexible working hours
- family friendly leave entitlements
- time provided for ideas generation
- study leave
- social leave.

Processes to ***encourage*** the application of innovation in the workplace may include:

- collecting data
- future scanning
- seeking feedback
- networking
- making suggestions
- creative thinking
- collaborating.

Work activities may include:

- the development of new products
- processes
- services
- programs
- tools
- work practices.

Workplace procedures may relate to:

- staff meetings
- training
- performance management
- project management
- client relations
- briefing processes.

Collaborative work arrangements may include:

- working in teams or partnerships
- working with supplier organisations
- working in different sections.

Management and staff may:

- come from a variety of social, cultural or ethnic backgrounds
- vary in literacy and numeracy skills
- vary in competencies.

Acknowledgement may include:

- congratulating team
- providing newsletter stories
- using idea to help generate other ideas

Ways to ***celebrate and promote*** innovation may include:

- acknowledgement from management.
- positive feedback presentation to peers and higher management
- prizes
- certificates
- articles in newsletters.

Physical environment may include:

- work station arrangements
- work space design and décor
- relaxation areas
- eating areas
- external areas
- location of work sections.

Sources of ***relevant information*** may include:

- contact with others inside or outside the store
- customers
- staff
- publications
- business journals
- newspapers
- conferences and courses
- internet
- statistics
- observation
- market research.

Learning opportunities may include:

- formal training or education
- informal learning
- coaching and mentoring
- job rotation
- information seminars
- on-line learning
- conferences
- policy and procedures
- reports.

Unit Sector(s)

Cross-Sector

Competency field

Quality and Innovation