

Written Questions Assessment Task 1

1. Explain cost-benefit analysis and provide examples.
2. Describe creativity theories and concepts.
3. Describe innovation theories and concepts.
4. List 6 organisational learning principles.
5. Identify and explain quality management theories.
6. Identify and explain continuous improvement theories.
7. What is risk management? Describe the steps you would take when evaluating a risk management action plan.
8. 'Continuous improvement and sustainability are essential to successfully doing business in the modern business climate.'
Identify four strategies to encourage and promote continuous improvement in an organisation.

Case Study Assessment Task 2

Case Study:

As part of this assessment you are required to access the simulated business 'Bayside Call Centre' and assume you are a member of staff.

For the purpose of this Case Study your Trainer will act as the CEO of 'Bayside Call Centre.' You can access the CEO to clarify any of the tasks or undertake any consultation as required in the Case Study.

The Department of Innovation, Industry, Science and Research of the Australian Government has recently developed a Business Fund to support innovation in small to medium sized businesses. As this is an opportunity for the organisation to receive a grant for innovation, the CEO has asked all members of staff to generate ideas or concepts that offer the possibility of benefiting the organisation.

To meet the criteria of the funding offer the idea is required to support sustainable practices and take maximum advantage of new opportunities that are emerging in the global economy.

The idea could:

- Demonstrate potential to deliver a net economic benefit
- Lead to increases in productivity
- Create jobs or transition staff to skilled roles
- Support the growth of the organisation through increased supply chain engagement
- Improve the services delivered

The CEO believes that Bayside Call Centre will have a higher chance if all staff are involved in generating ideas and has set up a competition to encourage the generation of ideas. All staff are required to submit 2 ideas each and the Board of Directors will then review the ideas and create a shortlist that will then be investigated further through a range of processes including a presentation / consultation to other staff members. The 2 most innovative ideas at the completion of this investigation will be submitted as part of the application for funding and the staff member will be awarded a prize.

You can access information about 'Bayside Call Centre' via the Organisational Portfolio. Relevant documents may include:

- Business overview
- Relevant policies and procedures
- Position Descriptions

Part A

As a staff member of Bayside Call Centre, you are required to generate two ideas/ concepts that will benefit the business. Document the new ideas in detail.

Part B

The Board of Directors have reviewed all ideas and have included your 2 ideas in the shortlisted possibilities. The CEO has asked that you schedule a meeting with fellow staff to generate and refine the new ideas. Outline the steps you will take to ensure the idea or concept exhibits creative thinking and benefits the organisation. The steps you should consider:

- Communication strategies and strategies, you have used to monitor and evaluate performance and service delivery systems
 - The assessment tools to use and what advice will be sought from experts particularly in relation to new technologies and electronic commerce opportunities.
1. Document the strategies used to monitor and evaluate performance and service delivery systems. Also list the assessment tools used and the advice sought from experts relating to new technologies and electronic commerce opportunities.
 2. Schedule a meeting with fellow staff members. Discuss and refine the new ideas that will benefit the business. A small group of 3 - 5 students will play the role of your staff members. Your trainer will

observe your ability to model high standards of management performance and behaviour and make informed decisions in a collaborative manner

You will be assessed on your ability to demonstrate the following skills as you undertake the task:

- Facilitate individuals and team's active participation in decision making processes
- Analyse the risks of the options suggested
- List the resources/ technology required to implement the option decided upon and the time frame you will implement
- Use appropriate interpersonal skills
- Model the standards of the organisation
- Build trust, confidence and respect of the team

The trainer will complete an observation checklist and it will form part of the evidence gathered for this unit.

Observation Checklist Assessment (Task 2, Part B)

During the observation did the student:	Achieved Yes/ No
1. Seek advice from specialists, where appropriate, to identify technology and electronic commerce opportunities	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Brief groups on performance improvement strategies and innovation as an essential element of competition	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Foster creative climate and organisational learning by promoting interaction within and between work groups	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Communicate costs and benefits of innovations and improvements to relevant groups and individuals	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Participates in a variety of spoken exchanges with co-workers and stakeholders when developing options and implementing the continuous improvement plan	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Take into account the audience, purpose and contextual factors when making decisions about what to communicate, with whom, why and how	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Build rapport to establish positive and effective working relationships	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Collaborate with others to achieve joint outcomes, playing an active role in encouraging innovation and facilitating effective group interaction	<input type="checkbox"/> Yes <input type="checkbox"/> No

Part C

The Board of directors have determined that your ideas are to be selected and submitted as part of the funding application for innovation. The CEO has asked you to devise a 'Transition Plan' to implement the changes into the organisation. You are required to outline the change and draw up an implementation plan

that takes into account how the plan will be introduced, tested and evaluated. Items to consider or include within the Implementation / Transition Plan are as follows:

1. Clear definition of the problem
2. Plan description
3. Key objectives and KPI's
4. How the change will be implemented?
5. Identification of staff / team requirements
6. Inventory of materials and resources to be used – cost benefit analysis
7. Identify ideas to promote continuous improvement and sustainability
8. How the change will be promoted?
9. Success strategies
10. Timeline
11. The development of a Gantt chart showing the stages of implementation and the staff who will be involved
12. Evaluation criteria - measuring results
13. How the change will be monitored - application of knowledge of quality management and continuous improvement
14. Contingency plans for the event of non-performance

Report Assessment Task 3

Student can choose any organisation of their choice to answer the following points. The answer should be in a form of a report.

In your report you are required to:

1. Generate two innovative ideas that will benefit the business
2. Communicate your ideas to others within the organisation
3. Describe supply chain & service delivery systems
4. Describe your creative solution and the reasons it will contribute to continuous improvement
5. Explain the reasons why your idea is innovative and sustainable
6. Analyse performance reports and variance from plans
7. Perform risk management and cost-benefit analysis on your innovative ideas
8. Implement a contingency plan in case of non-performance?
9. Explain how your idea will be presented to other staff and how their responses and input will be used
10. Explain how the idea was (or will be) tested and evaluated