

**Accreditation** : This Module is a Nationally Accredited Course  
**Title** : **WRRO8A – DEVELOP INNOVATIVE IDEAS AT WORK**  
**Field Of Study** : **OPERATIONS**

### What is this course all about?

This unit covers the skills required to systematically generate and develop ideas for workplace improvement. It involves interpreting or observing the need for improvement and developing a detailed idea. This requires the creative generation and discussion of a number of ideas or solutions and accepting positive and negative feedback. Ideas should be tested in order to establish and present a workable outcome which meets the needs of the end user.

### When you have finished this course you should be able to demonstrate your ability to:

#### Interpret the need for innovation - WRRO8A/01

- ❑ The need for innovation within workplace context is observed.
- ❑ Assumptions about products/processes are challenged to identify opportunities for innovation.
- ❑ Possible future contexts and environments for the innovation are projected.
- ❑ End user requirements are defined.
- ❑ Resources and constraints are identified.
- ❑ Factors and ethical considerations that may impact on the idea are researched;
- ❑ Relevant organisational knowledge is accessed;

#### Generate ideas - WRRO8A/02

- ❑ Ideas are conceptualized using a range of creative thinking techniques.
- ❑ Relevant knowledge to explore a range of approaches is applied.
- ❑ Stimulation from alternative sources is sought.
- ❑ Ideas are tested against brief and other factors.
- ❑ Preferred option is selected

### Collaborate with others - WRRO8A/03

- ❑ Ideas are developed in conjunction with relevant people.
- ❑ Feedback is sought and accepted from relevant people in an appropriate fashion.
- ❑ Ideas are modified according to feedback.
- ❑ A network of peers is maintained and utilised to discuss ideas

### Analyse and reflect on ideas - WRRO8A/04

- ❑ Ideas are analysed from different perspectives.
- ❑ Appropriate strategies are used to capture reflections.
- ❑ Ideas are examined to ensure they meet context requirements, best practice and future needs.
- ❑ Time is allowed for the development and analysis of ideas.

### Represent ideas - WRRO8A/05

- ❑ An appropriate communication technique is selected for the target audience.
- ❑ The presentation of the idea is developed with the audience in mind.
- ❑ The idea is presented to educate/inform the client.
- ❑ The idea is modified according to client feedback.

### Evaluate the idea - WRRO8A/06

- ❑ The idea is reviewed using appropriate evaluation methods to ensure it meets required needs.
- ❑ Idea is modified as required.

### Some examples of individuals that will benefit from these courses are: -

- ❑ Managers /Supervisors
- ❑ Team leaders
- ❑ Administration
- ❑ Sales / Customer Services Staff
- ❑ Operations Staff

## You will have better skills & knowledge and familiarise yourself more in the following areas –

*Competency in this unit requires evidence that, you the candidate: -*

- ❑ Accurately interprets the need for innovation.
- ❑ Identifies resources and constraints and researches impacting factors.
- ❑ Generates ideas using creative thinking techniques;
- ❑ Tests ideas against brief and other relevant factors;
- ❑ Presents and discusses ideas with relevant people;
- ❑ Seeks feedback and modifies ideas accordingly;
- ❑ Analyses and reflects on ideas to ensure they meet end user requirements;
- ❑ Presents ideas using appropriate communication methods;
- ❑ Reviews idea using appropriate evaluation methods.
- ❑ Relevant technical knowledge;
- ❑ Broad industry/market knowledge;
- ❑ Organisational culture;
- ❑ Social, environmental and work culture impacts;
- ❑ Principles of innovation

Interpersonal communication skills including:

- ❑ Research skills
- ❑ Active listening
- ❑ Networking
- ❑ Lateral thinking
- ❑ The ability to analyse self and external factors
- ❑ Time management skills

## You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Relevant legislation and statutory requirements including Trade Practices and Fair Trading Acts
- ❑ Store policy and procedures manuals;
- ❑ Relevant industry codes of practice;

## What Recognition will you achieve?

Where demonstrated competencies have been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

### How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

### Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9854-6124 or simply visit our website on [www.matrixtraininggroup.com/downloads.php](http://www.matrixtraininggroup.com/downloads.php) In order to download this application.

### What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is [www.matrixtraininggroup.com](http://www.matrixtraininggroup.com)
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.