BUSN11021 *Business Automation and Improvement Processes*
Term 3 - 2023

Profile information current as at 08/05/2024 10:55 am

All details in this unit profile for BUSN11021 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

General Information

Overview

This unit is designed for you to develop knowledge and skills in the automation of industry and businesses. This unit incorporates theory, research and the practical application of project management, process improvement and innovation frameworks, expert systems, document and process automation, data analytics, machine learning and blockchain. You will examine software systems that empower consumers including internet-based systems that vend interactive documents and intelligent customer service and business management assistance. You will identify and explore the challenges, threats, opportunities and ethical considerations associated with these developments to present a practical solution to a business challenge that improves or enhances business operations.

Details

Career Level: *Undergraduate*
Unit Level: *Level 1*
Credit Points: *12*
Student Contribution Band: *8*
Fraction of Full-Time Student Load: *0.25*

Pre-requisites or Co-requisites

BUSN11018 Business Improvement BUSN11019 Business Systems and Technology BUSN11020 Business Data and Ethics Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the Assessment Policy and Procedure (Higher Education Coursework).

Offerings For Term 3 - 2023

- Online

Attendance Requirements

All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

Website

This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.

Class and Assessment Overview

Recommended Student Time Commitment

Each 12-credit Undergraduate unit at CQUniversity requires an overall time commitment of an average of 25 hours of study per week, making a total of 300 hours for the unit.

Class Timetable

Regional Campuses

Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

Metropolitan Campuses

Adelaide, Brisbane, Melbourne, Perth, Sydney

Assessment Overview

1. **Portfolio**
Weighting: Pass/Fail
2. **Report**
Weighting: 70%
3. **Presentation**
Weighting: 30%

Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the University's Grades and Results Policy for more details of interim results and final grades.

CQUniversity Policies

All University policies are available on the CQUniversity Policy site.
You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the CQUniversity Policy site.

Unit Learning Outcomes

On successful completion of this unit, you will be able to:

1. Evaluate knowledge and skills for the automation of operations in a business process improvement context
2. Apply knowledge of business, automation and social innovation to propose a plan for the conversion of a traditional business to an automated business
3. Apply process improvement and innovation frameworks to the success of contemporary business
4. Prepare a stakeholder management plan to communicate potential impacts and benefits of proposed socially innovative solutions
5. Showcase skills in business improvement processes and management, via a professional level presentation and a written report.

Alignment of Learning Outcomes, Assessment and Graduate Attributes

Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes				
	1	2	3	4	5
1 - Portfolio - 0%	●	●	●	●	
2 - Report - 70%		●	●	●	●
3 - Presentation - 30%					●

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes				
	1	2	3	4	5
1 - Communication					●
2 - Problem Solving	●		●		
3 - Critical Thinking	●		●		
4 - Information Literacy		●			
5 - Team Work				●	
6 - Information Technology Competence		●			
7 - Cross Cultural Competence				●	
8 - Ethical practice					
9 - Social Innovation		●		●	
10 - Aboriginal and Torres Strait Islander Cultures				●	

Textbooks and Resources

Textbooks

There are no required textbooks.

IT Resources

You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)

Referencing Style

No referencing style set.

Teaching Contacts

Laura Baker Unit Coordinator
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Desley Pidgeon Unit Coordinator
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Schedule

Week 1 - 06 Nov 2023

Module/Topic	Chapter	Events and Submissions/Topic
Planning for digital transformation part 1.	Workbook1 - Week one on Moodle	Block One - off the job learning

Week 2 - 13 Nov 2023

Module/Topic	Chapter	Events and Submissions/Topic
Developing a stakeholder management plan	Workbook 2 - Week Two on Moodle	Block One - off the job learning

Week 3 - 20 Nov 2023

Module/Topic	Chapter	Events and Submissions/Topic
Reporting and presenting on a digital transformation.	Workbook 3 - Week Three on Moodle	Block One - off the job learning

Week 4 - 27 Nov 2023

Module/Topic	Chapter	Events and Submissions/Topic
Planning for digital transformation part 2	Workbook 4 - Week four on Moodle	Block One - off the job learning

Vacation Week - 04 Dec 2023

Module/Topic	Chapter	Events and Submissions/Topic

Week 5 - 11 Dec 2023

Module/Topic	Chapter	Events and Submissions/Topic

Module/Topic	Chapter	Events and Submissions/Topic
Working on Workplace Problem and Personal Goals with mentor	CM55 Workplace Mentor Handbook - Weeks Seven to 12 on Moodle BUSN11021 Workplace Mentor - Weeks Seven to 12 on Moodle Handbook Mentoring Goal Form Weeks Seven to 12 on Moodle	Block One - on the job training Assessment 1 -portfolio **Portfolio assignment** Due: Week 5 Monday (11 Dec 2023) 11:45 pm AEST

Week 6 - 18 Dec 2023

Module/Topic	Chapter	Events and Submissions/Topic
Working on Workplace Problem and Personal Goals with mentor	CM55 Workplace Mentor Handbook - Weeks Seven to 12 on Moodle BUSN11021 Workplace Mentor - Weeks Seven to 12 on Moodle Handbook Mentoring Goal Form Weeks Seven to 12 on Moodle	Block Two - on the job training

Vacation Week - 25 Dec 2023

Module/Topic	Chapter	Events and Submissions/Topic

Week 7 - 01 Jan 2024

Module/Topic	Chapter	Events and Submissions/Topic
Working on Workplace Problem and Personal Goals with mentor	CM55 Workplace Mentor Handbook - Weeks Seven to 12 on Moodle BUSN11021 Workplace Mentor - Weeks Seven to 12 on Moodle Handbook Mentoring Goal Form Weeks Seven to 12 on Moodle	Block Two - on the job training

Week 8 - 08 Jan 2024

Module/Topic	Chapter	Events and Submissions/Topic
Evaluating a digital transformation.	Workbook 5 - Week Five on Moodle	Block Three - on the job training Part A - Report framework **Report** Due: Week 8 Monday (8 Jan 2024) 11:45 pm AEST

Week 9 - 15 Jan 2024

Module/Topic	Chapter	Events and Submissions/Topic
Improving the success of contemporary business.	Workbook 6 - Week Six on Moodle	Block Three - on the job training

Week 10 - 22 Jan 2024

Module/Topic	Chapter	Events and Submissions/Topic
Working on Workplace Problem and Personal Goals with mentor	CM55 Workplace Mentor Handbook - Weeks Seven to 12 on Moodle BUSN11021 Workplace Mentor - Weeks Seven to 12 on Moodle Handbook Mentoring Goal Form Weeks Seven to 12 on Moodle	Block Three - on the job training assessment 3 - presentation of workplace problem **Presentation of the workplace problem** Due: Week 10 Monday (22 Jan 2024) 11:45 pm AEST

Week 11 - 29 Jan 2024

Module/Topic	Chapter	Events and Submissions/Topic
Working on Workplace Problem and Personal Goals with mentor	CM55 Workplace Mentor Handbook - Weeks Seven to 12 on Moodle BUSN11021 Workplace Mentor - Weeks Seven to 12 on Moodle Handbook Mentoring Goal Form Weeks Seven to 12 on Moodle	Block Three - on the job training assessment 3 - presentation of workplace problem

Week 12 - 05 Feb 2024

Module/Topic	Chapter	Events and Submissions/Topic
Working on Workplace Problem and Personal Goals with mentor	CM55 Workplace Mentor Handbook - Weeks Seven to 12 on Moodle BUSN11021 Workplace Mentor - Weeks Seven to 12 on Moodle Handbook Mentoring Goal Form Weeks Seven to 12 on Moodle	Block Three - on the job training assessment 3 - presentation of workplace problem Assessment 2 - Final report

Exam Week - 12 Feb 2024

Module/Topic	Chapter	Events and Submissions/Topic
		Assessment 2 - Final report

Term Specific Information

This unit is divided into three blocks. Block One – 'off the job' learning is completed in Weeks One to four. The university will support you to study the four Workbooks and complete related activities. You should complete one Workbook each week and attend organised university workshops online. During the first four weeks, you will learn about stakeholder engagement practices within the business improvement process environment. You will also continue to work on your workplace problem that you will work towards solving for the CM55 Diploma of Business in the Digital Age course. Block Two is weeks 6 and 7, where you will have time to work on your assessments and your workplace problems. Block Three 'on the job' training is completed in Weeks 8 -12. In this block, you will complete workbooks 5 and 6. You will explore Innovative frameworks for sustainable social impacts within a digital business environment. The remaining weeks will be dedicated to completed assessment and your workplace problem.

Assessment Tasks

1 Portfolio assignment

Assessment Type
Portfolio

Task Description

Throughout this unit the Workbooks studied in weeks one to six prompted you to add personal information and 'artefacts' related to your workplace problem to your ePortfolio on Moodle. This assessment item requires you to describe and synthesise this information to demonstrate your achievement of the learning outcomes of this assessment task.
ePortfolio
Attach artefacts to your ePortfolio that demonstrate knowledge and understanding of each of the learning outcomes of this assessment task as they relate to your workplace problem and organisation. For example, to demonstrate the achievement of LO2. - "Apply knowledge of business automation and social innovation to propose a plan for the conversion of a traditional business to an automated business", you might upload an artefact to your workplace problem . Uploading this information to your ePortfolio was discussed in Workbook One, page 13.
Construct your portfolio in a logical way that demonstrates your ability to synthesise the artefacts you have gathered. You may decide to add 'folders' to your portfolio that contain artefacts that relate to each of the learning outcomes for this assessment item or according to the content of Workbooks One to Six, or that reflect different aspects of your workplace problem, or in some other grouping that seems logical to you.

Written component
Write no more than two pages of writing that addresses all the four learning outcomes of this assessment item. For example, write one paragraph in relation to each learning outcome. You should apply the artefacts you have gathered to your discussion to illustrate your review and understanding on innovation within business process management.

Assessment Due Date
Week 5 Monday (11 Dec 2023) 11:45 pm AEST

Return Date to Students

Weighting
Pass/Fail

Assessment Criteria
The portfolio will be assessed on:

- review and evaluation of appropriate reporting frameworks
- recommendation of stakeholder communication strategy
- critical review of risks in managing stakeholder expectations.

Submission
Online

Learning Outcomes Assessed

- Evaluate knowledge and skills for the automation of operations in a business process improvement context
- Apply knowledge of business, automation and social innovation to propose a plan for the conversion of a traditional business to an automated business
- Apply process improvement and innovation frameworks to the success of contemporary business
- Prepare a stakeholder management plan to communicate potential impacts and benefits of proposed socially innovative solutions

2 Report

Assessment Type
Report

Task Description
This will be completed in two sections.
Part A is the review of relevant reporting structures in the workplace. You will need to find a template and appropriate communication channel for your report.
Part B will be the final report used to communicate your findings on the workplace challenge to the appropriate personnel in the workplace. You will be required to add your presentation as an appendix in the report.

Assessment Due Date
Week 8 Monday (8 Jan 2024) 11:45 pm AEST
Part A of the report.

Return Date to Students

Weighting
70%

Assessment Criteria
You will be assessed on;

- communication in the workplace
- evidence of key concepts researched and applied to the workplace problem
- evidence of critical analysis.

Submission
Online

Learning Outcomes Assessed

- Apply knowledge of business, automation and social innovation to propose a plan for the conversion of a traditional business to an automated business
- Apply process improvement and innovation frameworks to the success of contemporary business
- Prepare a stakeholder management plan to communicate potential impacts and benefits of proposed socially innovative solutions
- Showcase skills in business improvement processes and management, via a professional level presentation and a written report.

3 Presentation of the workplace problem

Assessment Type
Presentation

Task Description
The presentation will be conducted for your workplace in the manner:

- that fits the communication style for your workplace..
- meets the stakeholder communication strategy for your workplace.
- meet the negotiated timeframe for your workplace.

Assessment Due Date
Week 10 Monday (22 Jan 2024) 11:45 pm AEST
This will be included in the Part B of your report.

Return Date to Students

Weighting
30%

Assessment Criteria
Your presentation will be assessed on;

- alignment to workplace communication protocols
- ability to express workplace problem solutions or possible implementation in an appropriate manner
- Demonstration of innovative thinking in the workplace

Submission
Online

Learning Outcomes Assessed

- Showcase skills in business improvement processes and management, via a professional level presentation and a written report.

Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the **Student Academic Integrity Policy and Procedure**. This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

What is a breach of academic integrity?
A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

Why is academic integrity important?
A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

Where can I get assistance?
For academic advice and guidance, the Academic Learning Centre (ALC) can support you in becoming confident in completing assessments with integrity and of high standard.

What can you do to act with integrity?

Be Honest
If your assessment task is done by someone else, it would be dishonest of you to claim it as your own

Seek Help
If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)

Produce Original Work
Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem