

ROBOTIC PROCESS AUTOMATION (RPA)

Course Outline

**WITH
YOU
WITH
ME**

The WYWM Edge?

We Build Talent

The WYWM testing is built and functions on long-term career planning, not simply matching to 'a job' or a 'profile'. We believe in helping companies build talent for the future, not just tracking where the talent moves.

Future of Work Careers

WYWM matches uniquely and specifically to future of work careers. Our testing algorithms are powered by labour market data, internal company workforce data and talent pool data. As jobs, skills, generations and your workforce change, so does the algorithm.

Learning Style is Key

Testing learning style is key to developing talent for new roles quickly, onboarding effectively and building leaders. Understanding one's learning style is a predictor of long-term increased performance and increased fluid intelligence.

ACADEMY PHILOSOPHY

We are proud of our methodology and standards which provide a holistic approach to training. Our content is aligned with in demand skills required in industry with rapid constant continual development to become highly sought-after members of industry. Our focus is on workforce “development”, long term career growth and challenging traditional placement systems and services.

COURSE DESCRIPTION

Throughout the WYWM Robotic Process Automation Consultant pathway you’ll be introduced to fundamental robotics process automation concepts and the technical skills in preparation for a role as a junior RPA Consultant.

TARGET AUDIENCE

This course is for any individuals interested in attaining a job as an RPA Consultant. Basic knowledge of general computer fundamentals are beneficial but not required.

UNIT OUTCOMES

The information below is provided as a guide to assist students in engaging appropriately with the course requirements.

Prerequisites

The minimum requirement for this prerequisite is successful completion of the WithYouWithMe Aptitude Testing. The minimum pass mark for WithYouWithMe Aptitude Testing requires you to pass 35 questions out of a total of 66 questions. The WithYouWithMe Aptitude Testing is a diagnostic test that provides an understanding on a learner’s aptitude, potential to complete the course, and their potential for future employment in the Cyber Security industry.

Pass score

The passing score for this course is 70%.

COURSE SCHEDULE

The table below outlines the modules covered and corresponding expected completion dates for assessable tasks. Where these dates differ from the 'Due Dates' shown in the Course online, these dates take precedence.

MODULE NAME	AVERAGE COMPETITION TIME
Introduction to RPA	1 week
RPA Business Analyst	3 weeks
Process Definition Document Assessment	1 week
Grading PDD (Instructor)	
RPA Solution Developer	10 weeks
Foundations of RPA Development	2 weeks
Automate the "Create Orders" process Assessment	1 week
Grading "Create Orders" Processes (Instructor)	1 week
Solution Testing and Surface Automation	4 weeks
Automate the "Job Alert Premium" Assessment	1 week
Grading "Job Alert Premium" Processes (Instructor)	1 week
Remedial Period	1 week

CERTIFICATE REQUIREMENTS

Certificate requisites

Academic: To fulfil the academic requirements of the curriculum, students must complete the curriculum and satisfactorily complete all assignments, as well as the knowledge checks in the curriculum. Knowledge checks and the assignments are created to test student achievement of established learning outcomes.

Certificate issuance: To be issued a certificate of completion, a student must complete all the academic requirements of the curriculum. Upon successful completion of the assignments, the student will receive a certificate of completion for the exam.

Certificate maintenance and use: Each certificate has a unique serial number which is tracked by WYWM Academy Administrator. Certificate is not transferable to another person or company. The certificate can only be used while it is valid. When certificate is invalidated for any reason, the person can no longer use the certificate.

Completion requirements

- Study course materials
- Pass all knowledge checks and assignments

Certificate Issue

Student will receive a Certificate of Completion upon completing the academic requirements of the curriculum.

Validation for a student/graduate

Graduates may validate the term of validity of WYWM certificate by contacting WYWM academy@withyouwithme.com.au and providing their name and course name. WYWM will provide the term of validity of the certificate.

Information Regarding Changes to the Certificate Program

The Academy will strive to deliver its curriculums in accordance with the descriptions provided on the website at the time of enrolment. However, in some situations it might be beneficial or necessary for WYWM to implement changes to curriculum. The changes will not be very substantial so as to have an impact on students who have already started their curriculum. In some circumstances where it is necessary for WYWM to implement such changes after enrolment due to developments in the relevant subject, advances in teaching or evaluation practice, or requirements of accreditation processes, students will be notified of the changes made to curriculum immediately. Primary stakeholders will be notified of changes to program purpose, scope, intended learning outcomes via the WYWM website.

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TECHNICAL REQUIREMENTS

Prior basic computer experience is beneficial for example the ability to operate a computer using a Graphical User Interface (GUI) and a Command Line Interface (CLI).

Hardware and software required

- Access to a computer (desktop, laptop, notebook, etc)
- Internet connection
- CPU: 64-bit Processor (Intel or AMD chipsets; example i3 to i7)
- RAM: 4GB or Better (8GB Recommended)
- Free Hard Drive Space: 60 GB
- Operating Systems: Windows 7 to Windows 10, Linux 3.x (and up) Distros, Mac OS X
- Office Productivity for Reports e.g. Microsoft Office or LibreOffice
- Reader for PDF Files e.g. Adobe Acrobat Reader or MS Word 2016
- Web Browser: Operating System Browser or 3rd Party (Chrome, Firefox) (Capable of showing video)

CAREERS

You can expect to work in the following industries:



You can gain employment at:

- Boutique IT firms
- Large consulting companies such as PwC, Accenture, Deloitte, KPMG, EY ...
- Internal security teams for larger organisations, such as banks and telecommunication companies
- Government departments

RPA Business Analyst

RPA Business Analyst roles are typically within RPA implementation teams in consulting firms. Consulting firms are often looking to enhance their RPA capabilities due to the increasing demand of Robotic Process Automation.

What does an RPA Business Analyst career look like?



RPA Developer

RPA Developer roles are typically within RPA implementation teams in all the consulting firms, globally. Consulting firms are often looking to enhance their RPA capabilities to meet the ever-increasing demand for Robotic Process Automation.

What does an RPA Developer career look like?



INSTRUCTOR PROFILE

Required Qualifications for Robotic Process Automation Instructors

- Formal training in a major RPA software tool
- Evidence of practical experience as a member of an RPA team or a technical operations role or course related experience
- Completion of WYWM RPA Consultant Course

Required Qualifications for Robotic Process Automation Lead Instructor

- 1+ Years experience in Robotic Process Automation
- RPA certification by Blue Prism, UiPath and OpenSpan
- Certificate IV in Training and Assessment or evidence of prior instructional experience

ENQUIRIES FOR SUBJECT MATTER EXPERTISE CONTACT

Thomas Johnston

Lead Robotics
Process Automation
Trainer



Thomas is completing a Bachelor of Engineering (Mechatronics), holds an AD01 Developer certification from Blue Prism and is a Certified Project Officer from the Institute of Project Management.

Thomas successfully completed the WYWM Robotics Process Automation Consultant Course and moved into RPA consulting in November 2018.

Thomas has experience in robotics process automation (Blue Prism and UiPath), project management, risk management and change management - dealing with complex and sensitive issues and projects. Thomas is a dedicated and vigilant IT professional with experience consulting to large multinational corporations. His work developing automation strategy across industry has given him valuable insight into the deployment of these emerging technologies in large scale business. Thomas' can bridge the gap between technical and soft skills and has excellent reporting client services and communication skills.

Contact: thomas_johnston@withyouwithme.com

PATHWAY TESTING

WYWM delivers four core tests and 10 subsidiary technical tests, testing more than 10,000 job seekers and employees globally. With extensive experience testing for career pathway match and team culture fit.

Super-Profile for RPA



Core Tests

Cognitive Aptitude (making up half the psychometric results)

The WYWM aptitude test measures cognitive aptitude and assesses problem-solving skills as well as the ability to learn and apply new skills. WYWM use a proprietary Computerised Adaptive Test (CAT), which was developed in consultation with the University of Sydney. The test is computer-based and adapts to the examinee's cognitive ability as they progress. Every testing experience is unique and each test is tailored to the individual ensuring a positive experience despite cognitive ability.

The main aim of the test is to determine if the individual is suitable to perform well in a role and learn the skills required to conduct the role to a level of high proficiency. We can also measure an individual's performance against company benchmarks and global norms by testing existing employees and then running data comparison reports. With more than 10,000 people tested, the profiles, norms and test baseline are quite mature.

The core components of the test are:

Verbal Reasoning

Identifying cause and effect relationships within a story helps employees focus on two important elements of comprehension: what happens in the story and why it happened.

Strong sales, customer service representatives and consultants tend to score high in verbal reasoning as they make great story tellers and articulate clear and concise points that relate to a sale or solution.

Visual Reasoning

The visual reasoning is the process of analysing visual information and being able to solve problems based upon it.

Those with high levels of visual reasoning tend to make great cyber analysts, UX designers, digital marketers or even gamers as they are particularly good at identifying visual discrepancies using their visual recognition.

Statement and Conclusion

Statement and conclusion is the process of using rational, systematic thinking based on critical thinking, analysis and being outcome focused to arrive at a conclusion.

Engineers, accountants, lawyers and even project managers will all display high levels of statement and conclusion, as their roles demand system thinking and being outcomes focused.

Spatial Intelligence

Spatial intelligence is the ability to comprehend three-dimensional images and shapes. This is a primary function of the right side of the brain and is used when solving puzzles and figuring out maps.

Any career that requires hand-eye coordination will also require high levels of spatial intelligence. However, software engineers and UX designers will also demonstrate high levels of spatial intelligence, as they require the imagination to map and solve problems.

Quantitative Aptitude

Measure numerical and mathematical ability, as well as problem solving skills.

Not surprisingly, data scientists, engineers and those in finance display high levels of quantitative aptitude. This is because of their role requirements to problem solve using math.

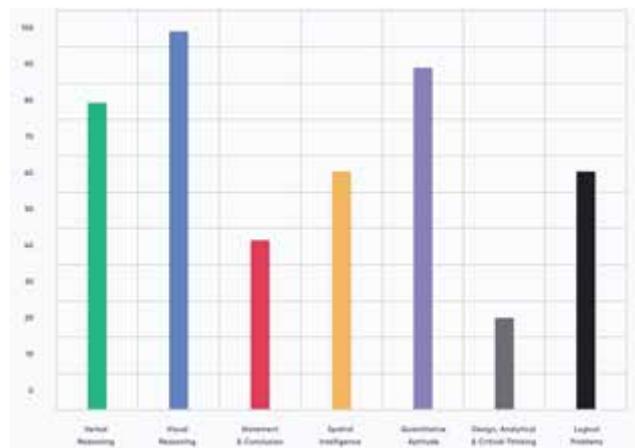


Figure 1.1 (Snapshot of candidate's aptitude results)

Design, Analytical and Critical Thinking

Critical thinking is the process of keenly analysing and evaluating information to draw conclusions in order to generate ideas on possible solutions to problems.

Those roles, such as solution architecture, sales, consulting, project management and business analytics all require high levels of critical thinking. These positions demand individuals to be creative in their problem solving.

Logical Problems

Logical reasoning is the process of using rational, systematic series of steps based on sound mathematical procedures and given statements to arrive at a conclusion.

Robotics Process Automation is a role that requires a high level of logical problem solving as those in the profession need to be able to build systems to automate. These systems are built on mathematical principles.

Behavioural Testing

Our behavioural testing is used to identify a candidate's leadership potential and to ascertain the level of personality match to a role. This test is based on the DISC principles. The test data can be measured against global and/or country norms, or it can be measured against company benchmarks and norms, by testing existing employees and then running data comparison reports.

DISC Behavioural Testing

The extended DISC model is based on the four basic tenants of D.I.S.C. and will generate one of the following 16 possible combinations:

D	I	C	S
DI	IS	CD	SC
DC	IC	CI	SD
DS	ID	CS	SI

The result is based on the candidates most dominant D.I.S.C personality type. This can result in either a single personality style being represented or a combination of two dominant personality styles. If the result is two styles, the leading letter always reflects the candidates more dominant personality styles.

It is important to understand that a large majority of individuals will identify as having more than one, sometimes more than two personality styles. This can most certainly be the case, however, identifying upto the two most dominant personality styles proves to be the most useful when measuring results.



Figure 1.2 (Screenshot of a candidate who scored a C-Style Personality Type)

Here is a detailed explanation of the four basic D.I.S.C personality types:

Dominant or D Style

D Personality Style is the most assertive and demanding of the four DISC types. D-styles tend to be quite competitive and results-oriented. Others can often see D-styles as being aggressive, blunt, or even rude. When D-styles feel pressured they want to focus even more on getting things done. Therefore, they can come across as insensitive or showing a lack of concern for others. They do not want to lose control. Rather, they want to focus on actively being in charge of tasks. D-styles prefer to move quickly. They are willing to take risks and want to get things done now. They like change and challenges. D-styles can also be impatient and overbearing because they want things done quickly and done their way. They are usually not very good listeners and are prone to make snap decisions. However, they excel at looking at the big picture and multi-tasking. The D-style motto is, "I did it my way". The D Style is suited to management, sales and product innovation pathways. A good example is a cyber security incident manager.

Steadiness or S Style

S Personality Style is known for being steady, stable, and predictable. They are even-tempered, friendly, sympathetic with others, and very generous with loved ones. An S is understanding and listens well. Preferring close, personal relationships, an S is very open with loved ones, but can also be possessive at times and hold them close. They are well suited to established businesses or established processes within a new business. They are not well suited to building new processes. They are suited to systems and process driven work, such as business analysts, data analytics, legal roles, accounting, engineering or similar technical roles. We find lots of S styles in IT and Cyber. They are also great at long term projects in these areas as they will see the problem through to the end and not get bored or distracted.

Compliance or C Style

C Personality Styles are accurate, precise, detail-oriented, and conscientious. They think very analytically and systematically and make decisions carefully with plenty of research and information to back it up. A C has very high standards for both themselves and others. Because they focus on the details and see what many other styles do not, they tend to be good problem solvers and very creative people. They have very high attention to detail and are very thorough in completing tasks. Often we find C styles in technical roles, such as engineering and IT; also in roles requiring strong consistent attention to detail, such as automation, RPA, supply chain, auditing, accounting etc.

Culture Fit (making up half of the psychometric results)

We use the Big 5 (Five Factor Model) behavioural testing model to understand a candidate's culture fit. The Big 5 generates five key criteria, which allows HR Managers and Hiring managers to (at a snapshot) understand a candidate's behaviours and likelihood of culturally assimilating into a role and a particular team.

This test also generates an additional 30 key data points. These data points are used to help us understand a candidate's archetype, which is a proprietary concept we generated as a means to refine all those data points into a digestible, easy to understand user experience.

The five factors are:

Agreeableness

Individuals with high agreeableness are friendly, cooperative, and compassionate. People with low agreeableness may be more distant. Traits include being kind, affectionate, and sympathetic.

Extraversion

Extraverts get their energy from interacting with others, while introverts get their energy from within themselves. Traits include being energetic, talkative, and assertive.

Conscientiousness

People that have a high degree of conscientiousness are reliable and prompt. Traits include being organised, methodical and thorough.

Openness to Experience

People who like to learn new things and enjoy new experiences usually score high in openness. Traits include being insightful and imaginative.

Neuroticism

Neuroticism is also sometimes called Emotional Stability. This dimension relates to one's degree of negative emotions. People that score high on neuroticism often experience emotional instability. Traits include being moody and tense.

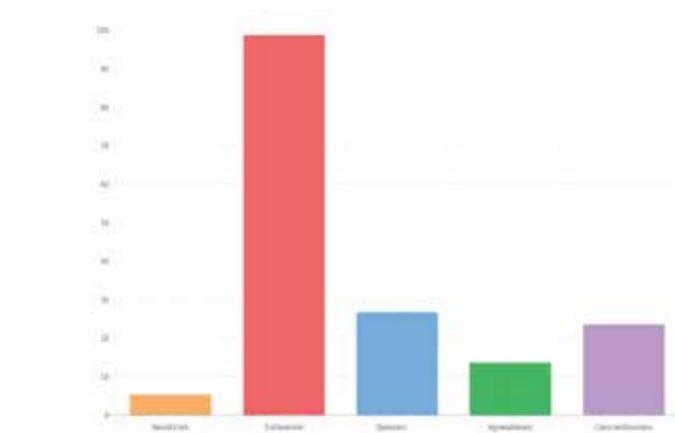


Figure 1.3 (Screenshot of a candidate's culture fit results)

Learning Style

We test all candidates and internal staff for their learning styles to ensure that employees are appropriately engaged during their on-boarding and within their new role by training them in the most effective delivery style that corresponds to their learning style. This decreases onboarding time by increasing the speed in which new skills are learned. Corporate knowledge is increased and better retained, again because information has been delivered in a tailored way that ensures information is being received and stored at a higher capacity.

The added benefit of assessing an individual's learning style is to ensure your learning management system (LMS), and our LMS as an additional option, are best matched to the individual as they move through your business and progress in their career. This ensures that course engagement and completion is high and timely achieving a better Return On Investment (ROI).

The learning styles we test for are:

Visual/Spatial

Visual and Spatial learners think in terms of physical space, like architects and sailors. They are very aware of their environments. They like to draw, do jigsaw puzzles, read maps, daydream. They can be taught through drawings, verbal and physical imagery. Tools include models, graphics, charts, photographs, drawings, 3D modelling, video, video conferencing, television, multimedia, texts with pictures/charts/graphs.

Bodily/Kinesthetic

Bodily/Kinesthetic learners use the body effectively, like a dancer or a surgeon. Keen sense of body awareness. They like movement, making things and touching. They communicate well through body language and are best taught through physical activity, hands-on learning, acting out, role playing. Tools include equipment and real objects.

Logical/Mathematical

Logical/Mathematical learners think conceptually, abstractly and are able to see and explore patterns and relationships. They like to experiment, solve puzzles, ask cosmic questions. They can be taught through logic games, investigations, mysteries. They need to learn and form concepts before they can deal with the details.

Auditory

Auditory learners have the aptitude to notice audible signals like changes in tone, or pitch to name a few. For example, when memorising a phone number, an auditory learner will say it out loud first and take note of how it sounded to remember it. Group discussions are a great way for auditory learners to grasp new ideas.

Interpersonal

Interpersonal learners work best in settings where people interact and communicate ideas and concepts. They learn through both verbal and non-verbal communication in a group environment.

Intrapersonal

Intrapersonal learners have a solitary style, are more private, independent and introspective. They concentrate best when focusing on thoughts and feelings without the distraction of others.

Linguistic/Verbal

Linguistic/ Verbal learners find it easier to express themselves by writing or speaking can be regarded as a verbal learner. Techniques used by verbal learners involve mnemonics, scripting, role playing and anything that involves both speaking and writing.



Interpersonal



Intrapersonal



Kinesthetic



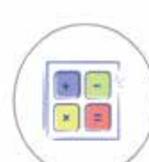
Auditory



Linguistic



Visual



Logical

We built 3 archetypes

As a way to help individuals and team managers easily understand the results generated from the culture fit assessment, we created three archetypes. These archetypes allow HR Managers to, at a glance, look at the culture profile of teams to ensure they are balanced and not overpopulated by one archetype or another. It also becomes a fundamental data point when designing new teams or adding talent to pre-existing teams; they are:



The Doer



The Creative



The Translator

Doer

The Doer is the workhorse of the team who thrives in a process driven and structured environment. They want to be able to execute and deliver on tasks, projects and other responsibilities but can get focused on doing and achieving rather than questioning why a task or process is being undertaken. Doers are typically high in conscientiousness, self-efficacy and achievement striving. They are also typically lower than average in neuroticism and openness to experience. A high ratio of Doers is desirable in mature teams because structure and process are typically in place, and the focus is typically on Business As Usual(BAU) rather than a disruptive change.

Creative

Creative people typically have high levels of openness to experience, imagination and artistic interest. They also often have comparatively lower levels of conscientiousness and self-discipline. The Creative within a team will typically develop high-level ideas and spend time theorising the many solutions to a problem and the consequences as well as the second (and third) order effects. They think outside the box, typically have less resistance to change and don't necessarily need structure or process to operate effectively. A higher percentage of creatives in Start-up, Growth and Resurgent teams is beneficial because they will typically challenge the status quo, theorise a better way of doing things and thrive in a dynamic environment.

Translator

Translators are an essential component of the team because they're able to discuss and understand the ideas of the creative and translate them into executable action for the Doer. Translators are typically high in agreeableness, altruism and cooperation, but also tend to not have extremes in any of the psychometric assessment metrics. The percentage of Translators required within a team is typically stable irrespective of its maturity stage as their key role is to understand the premise and intent of an idea, process or function, and identify executable actions. Translators also typically have a contrasting disposition to the Creative which enables them to articulate an idea in a different way that is often more understandable to the individual(s) who will be executing. Due to their nature, translators are often able to fill the role of a doer or creative in lieu of these types within a team.

Our Two Guiding Principles For Testing

Unrestricted & Unlimited Access to Know Who You Are

Our first principle is that there should be no restriction or barrier to individuals knowing more about themselves. To understand your own behaviours, personality, learning style and cognitive aptitude is highly empowering. This information can help individuals determine what careers to pursue, what relationships to pursue and can provide answers to deep personal questions like "why do I do what I do". That is why we have provided unlimited testing to our corporate partners and free testing to individual users registering on our website. We would like to remove barriers to achieving one's potential.

Too Much Information Is Better Than Not Enough

Our second principle is what made us decide to ensure every candidate or internal employee completes our full test battery suite. By doing so we can generate the maximum number of data points, which increases the value of the data to both the HR and Hiring Managers as well as the candidates.