

Hargraves Innovator Awards—Candidate Guide

Tell us your innovation or improvement story so that we can recognise your achievement. You will receive a personalised certificate and a digital badge, which you can display on your social media profile(s), your resume or your web page.

The award will allow you to promote your strengths and achievements in job interviews, for promotion and to create greater visibility for internal opportunities.

Hargraves Innovator Awards are aligned with credentials in Professional Practice—Innovation and Adaptation, at Deakin University. This award can be your first step to getting a mini-credential at any of five levels from Certificate III to a master's level. [Find out more](https://www.deakinco.com/credentials/innovation) about DeakinCo.'s Innovation credential levels (<https://www.deakinco.com/credentials/innovation>).

A summary of the levels and evidence requirements are provided below.

1. Your story

Your story should be about an innovation or improvement you have contributed to in your workplace. It can be a new process, product, customer experience, policy, marketing solution and so on. You may have come up with the idea, identified the gap or helped others who had the idea. There are many roles in the innovation process and we want to recognise all of them.

2. Apply with your team or as an individual

You might choose to do this with your team, and every member of your team can be recognised for their specific contribution at the level at which they performed for the one innovation. You can also approach a catalyst to help you complete the form. (Catalysts are the 'go-to' people who work with their colleagues to help generate and develop ideas so that they can add value when implemented.)

To ensure the quality of the system, you need to get this signed off by an authorised manager or organisational representative and provide evidence to verify the details you provide.

3. The submission

This can be provided through an interview, the online form or in a workshop.

The submission form will ask for your details so that we can contact you to ask for more information if needed, email you the results and/or send a hard copy certificate to you.

[This link](#) will take you to the online form.

(https://ratio.formstack.com/forms/hargraves_innovator_awards)

Step One: Tell your innovation/improvement story:

- What was the problem?
- Why was the problem was addressed?
- What was the solution?
- How was the solution new or different?
- What value did the innovation create?
 - Increased profit
 - Decreased waste

- Improved safety
- Reduced duplication
- Improved quality
- Improved morale
- New markets
- New products
- New process(es)
- New use of technology for efficiency and/or quality
- Improved branding/reputation
- Improved social outcome
- How broad was the impact of the innovation, for example, did it help you do your job, did it apply to the team, the division/customer experience, the organisation, or externally?
- Who were the other people who were critical to the implementation of the innovation?

Step Two: Highlight your specific role and perspective in the story

- What was your job role? Were you part of an innovation team? An innovation team leader?
- Was it part of your day-to-day role? Were you the manager or leader of a team who implemented the innovation as part of their day-to-day work?
- What specific contribution did you make?
 - **Finder**—did you see the gap and/or opportunity?
 - **Creator**—did you come up with solutions and ideas?
 - **Peer**—did you help others implement ideas?
 - **Expert**—did you provide specific knowledge and expertise?
 - **Connector**—did you provide connections to people, insights, ideas?
 - **Doer**—did you organise, implement, experiment?
 - **Influencer**—did you advocate, persuade, present?
 - **Critic**—did you provide reality checks?
 - Other?

Select at least TWO of these and explain your how your perspective helped.

Step Three: Explain how your behaviours and attributes helped to realise the idea

- What particular attributes and behaviours did you bring to the innovation that helped its implementation?
 - **Open minded**—to new ideas, learning, diversity, criticism
 - **Curious**—about what?, how?, why?
 - **Imaginative**—to visualise, introduce novelty
 - **Helpful**—to be generous with time and effort
 - **Attentive**—of people, processes, pains, gains
 - **Brave**—to challenge assumptions, self, others
 - **Empathic**—to understand people, experiences, perspectives
 - **Trustworthy**—in how you act, what you expect
 - **Proactive**—to make things happen, take initiative, take responsibility
 - **Tenacious**—to persevere, pivot, remain motivated
 - **Resilient**—to adapt, rebound

Select at least TWO of these behaviours and explain how these attributes/behaviours helped the implementation of the innovation.

Step Four: Identify how you used tools, processes and skills to work through the innovation

- What tools did you use, for example, brainstorming, prototyping, customer interviews, personas?
- What processes did you use, for example, Design Thinking, Agile, Lean Start-Up and so on?
- What skills did you use, for example, technology, leadership, research presentation, technical?

Step Five: Provide relevant evidence

Attach relevant evidence, up to a maximum of five pieces to a total of 25 MB per candidate submission. Evidence may be photographs, videos, reports, examples of using tools, a third-party report and so on. You may be able to use this story and the evidence to achieve a credential through Deakin University. We will suggest an appropriate level based on your story and evidence, and how it aligns with the Deakin credentials statements.

Please ensure to include your name in the file name of each piece of evidence to enable us to keep all your documents together.

Step Six: Verification

Have an authorised manager or organisational representative validate and sign off your submission. Their comment should verify the details in your submission. This verification with signature can be uploaded as a PDF or entered straight into the online form with an e-signature.

4. The assessment

Your story will be assessed by an authorised internal or external assessor. The assessor may ask for more information, seek to interview you to clarify some details or you may just receive the award.

The assessor may also ask to speak with the manager or organisational representative who verified your application.

We will provide a recommendation about how your story aligns to DeakinCo.'s professional practice innovation micro credential. There are five possible levels: Entry, Developing, Intermediate, Proficient and Advanced.

We undertake to finalise the process within three weeks of receiving your submission.

5. Contact us

If you have any questions please contact Tess Julian on 0412 044 184 or Allan Ryan on 0418 614 243 or, back at Catalyst Exchange HQ, Lynn Morris on 02 9114 8605. Alternatively, send an email to awards@catalystexchange.com.au.

Award levels and dimensions

Level	One	Two	Three	Four	Five
How much autonomy did you have?	Reliant on direction of others	Limited responsibility within narrow parameters	Responsibility within defined parameters	Broad parameter, independent work	High, strong sense of responsibility
How much influence did you have within the project?	Focus on own work at a local level	Focus on team/division work	Focus on operational outcomes within a defined specialisation	Focus on cross-functional and disciplinary impact	Focus on long-term, big-picture impact
How complex was your role in the story?	A limited range of tasks, follows rules	A broad range of work to agreed rules	Capacity to challenge some rules	Internalises rules, reviews and reframes rules	Forms new practices and rules
How did you apply your skills?	Works to agreed procedures	Works to explicit, concrete, short-term actions and goals	Plans, schedules and monitors	Complex tasks in routine and non-familiar contexts	Sophisticated analysis, ambiguity
How did you apply your knowledge?	Limited discretion, uses skills under direction	Group and work level independent judgements	Operational level judgements in technical and management contexts	Professional, functional, independent judgements—technical and managerial	Systems level judgement, creates new knowledge

Indicative evidence for each level

One	Two	Three	Four	Five
Photograph or example of problem	Overview of the problem to be solved	A definition of the problem	Evidence of customer problem to be solved and insights	Report of problem definition process and outcomes with analysis
User insights about the problem	Evidence of using more than one approach to understand or solve the problem	A project plan for the innovation team and evidence of collaboration and team work	Project plan for complex innovation with problem definition	Strategy for introducing an organisation-wide innovation
Results from using tools, for example brainstorm ideas	Evidence of collaboration and/or teamwork	Report of insights from research to understand the problem or come up with a solution	Test plan for concepts and ideas	A business benefit analysis
Examples of how the innovation made an improvement	Supervisor report	Test plan for ideas or concepts	An innovation action plan for a significant innovation with budget	Policies and procedures developed by the candidate to accompany the change project
Photograph or example of the finished idea	A plan to test the idea	Results of testing the idea with criteria for selecting the best solution	Communication strategies to promote the idea and influence others	Culture audit to assess readiness
Third-party reports of the value	Photographs, prototypes or examples of solution	Evidence of using a number of different tools and approaches to develop the solution	Evidence of stakeholder engagement, including customer insights	Project proposals written by the candidate for significant systemic change
Third-party reports of candidate role in implementation	Report from testing the idea	Data or other evidence to confirm the value of the idea	Evidence of using advanced processes and tools to develop the innovation	Evidence of stakeholder analysis and communication strategy
	Third-party reports of value	Evidence or data relating to customer research	Risk assessment and analysis	Third-party testimonials
	Testimonials of candidate's role in implementation	Examples, prototypes, testimonials	Feasibility study	ROI and other evidence to demonstrate impact and value of the innovation