

## STUDENT ASSESSMENT SUBMISSION AND DECLARATION

When submitting evidence for assessment, each student must sign a declaration confirming that the work is their own.

Student name:		Assessor name: <b>Mrs. N.F. Mafaza</b>	
Issue date: <b>27.05.2024</b>	Submission date: <b>31.05.2024</b>	Submitted on:	
Programme: <b>Pearson BTEC Level 5 Higher National Diploma in Computing</b>			
Unit: <b>03. Professional Practice</b>			
Assignment number and title: <b>Planning and delivering an Information Technology training programme for a target audience</b>			

### Plagiarism

Plagiarism is a particular form of cheating. Plagiarism must be avoided at all costs and students who break the rules, however innocently, may be penalised. It is your responsibility to ensure that you understand correct referencing practices. As a university level student, you are expected to use appropriate references throughout and keep carefully detailed notes of all your sources of materials for material you have used in your work, including any material downloaded from the Internet. Please consult the relevant unit lecturer or your course tutor if you need any further advice.

### Student Declaration

#### Student declaration

I certify that the assignment submission is entirely my own work and I fully understand the consequences of plagiarism. I understand that making a false declaration is a form of malpractice.

Student signature:

Date:

ASSESSMENT TRACKING						
Programme:	BTEC HND in Computing		Student Name:			
Unit No. & Title:	03. Professional Practice		Assessment Date:	27.05.2024	Unit Grade:	
Assessor Name:	Mrs.N.F.Mafaza		Completion Date	31.07.2024	IV Signature:	<a href="mailto:jubailah@bcas.lk">jubailah@bcas.lk</a>
Tasks	Learning Objective	Criteria Targeted	Date Issued	Hand in Date	Formative Feedback	Resubmission
Task 01	LO1 LO3	P1 P2 P6 M1 D1	27.05.2024	07.06.2024		
Task 02	LO2	P3 P4 M2 M3 D2		21.06.2024		
Task 03	LO3	P5 M4 D3		05.07.2024		
Task 04	LO4	P7 P8 P9 M5 D4		19.07.2024		

# 17: Business Process Support

## Assignment Brief

Student Name/ID Number	
<b>Unit Number and Title</b>	<b>03. Professional Practice</b>
Academic Year	2024/2025
Batch / Cohort	22
Unit Tutor	Mrs.N.F.Mafaza
<b>Assignment Title</b>	<b>Planning and delivering an Information Technology training programme for a target audience</b>
Issue Date	27.05.2024
Submission Date	31.07.2024

### Submission Format

The submission is in the form of a completed individual portfolio folder, including the tasks set out in the Assignment Brief. This assignment involves group work, but each student should submit an **individual** portfolio folder.

- **Task 1:** Training schedule (using project management software) for the two-day event and a training pack to include a range of activities, seminars, workshops, team-building activities and break-out sessions.
- **Task 2:** Ten-minute Microsoft® PowerPoint® style presentation with interactive links to suitable sites and an activity sheet. The presentation slides for the findings should be submitted with speaker notes. You are required to make effective use of headings, bullet points and subsections as appropriate. Your research should be referenced using the Harvard referencing system. The recommended word limit is 500 words, including speaker notes, although you will not be penalized for exceeding the total word limit.
- **Task 3:** A written evaluation of your performance in this task and your contribution to the team. You are required to make use of headings, paragraphs, subsections, and illustrations as appropriate, and all work must be supported with research and referenced using the Harvard referencing system. The recommended word limit is 500–1,000 words, although you will not be penalised for exceeding the total word limit.

- **Task 4:** A report. The recommended word limit is 500–1,000 words, although you will not be penalised for exceeding the total word limit.

### Unit Learning Outcomes

**LO1** Demonstrate a range of interpersonal and transferable communication skills to a target audience.

**LO2** Apply critical reasoning and thinking to a range of problem-solving scenarios.

**LO3** Discuss the importance and dynamics of working within a team and the impact of team working in different environments.

**LO4** Examine the need for Continuing Professional Development (CPD) and its role within the workplace and for higher-level learning

### Transferable skills and competencies developed

#### Communication Skills:

Effective communication skills are crucial in various aspects of personal and professional life.

The training event enhances these skills in the following ways:

- **Active Listening:** Team members learn how to actively listen during the communication skills workshop, which improves their ability to understand others and respond thoughtfully.
- **Clear and Concise Language:** They are trained to use clear and concise language, which helps in conveying ideas and information effectively.
- **Providing Constructive Feedback:** The event teaches team members how to provide constructive feedback, enhancing their ability to give and receive feedback positively.

#### Problem-Solving Skills:

Problem-solving is a fundamental skill in any profession. The training event encourages the development of these skills through:

- **Complex Problem Solving:** Team members engage in a problem-solving activity that challenges them to identify root causes, analyze information, and develop effective solutions.
- **Critical Reasoning:** Critical thinking and reasoning are emphasized throughout the event, helping participants think critically when faced with challenges.

### Teamwork and Collaboration:

Effective teamwork is essential in most workplaces. The event promotes teamwork by:

- **Group Exercises:** Various group exercises and role-plays encourage collaboration and cooperation among team members.

**Positive Work Environment:** Tips for creating a positive work environment are shared during the team-building workshop, fostering better teamwork.

### Vocational scenario

You are a student at BCAS Campus and assume that you have been selected as the president of BCAS IT Society (BITS) this year. As the president, you are advised to arrange a two-hour Information Technology training program for a specific audience. The time duration given to plan this training program is 30 days to deliver this training programme for two hours. Assume that there are no more than 5 members in BITS. As the president, you are responsible for assigning tasks to each member at BITS for this training programme.

When planning and delivering this training program, you need to identify the communication methods and soft skills required for a successful event. You should also be prepared to address any problems that arise during the planning and delivery and explain how you solve those problems. Additionally, emphasize the importance of team dynamics and the need for continuing professional development (CPD) and its role within the workplace and for higher-level learning.

When planning and delivering the training program, it is important to attach the proof of events such as group discussions, training delivery, and audience feedback, etc in the appendices.

**Note: The event should be planned and delivered with the group, while the report should be submitted individually.**

### Assignment activity and guidance

#### Task 1

Work with team

**1.1** Demonstrate effective design and delivery of a training event for the target audience, using different communication styles and formats.

- Objectives of the training programme.
- Tasks allocated for each member of BITS in order to deliver the training programme.

**1.2** Demonstrate effective time-management skills in planning an event.

**1.3** Produce a professional schedule (using MS project software) including the time allocation and justifications that identify planning and resourcing prior to the event.

**1.4** Evaluate the effectiveness and application of interpersonal skills used in the design and delivery of a training event.

## **Task 2**

- 2.1** Identify the issues and illustrate the use of various problem-solving methods and critical thinking applied to the planning and execution of the event.
- 2.2** Discuss the various problem-solving techniques and justify the solution methodologies used during the event.
- 2.3** Evaluate the overall success of the event delivered, in terms of how well critical reasoning and thinking were applied to achieve the end goal.

## **Task 3**

- 3.1** Discuss the significance of team dynamics in the success or failure of group work when working together to deliver the training programme.
- 3.2** Analyze team dynamics, including the roles played by group members and their effectiveness in achieving shared goals.
- 3.3** Critically evaluate your own role and contribution to the team.

## **Task 4**

- 4.1** Consider your personal and/or career goals and identify your CPD needs. Then, outline a development plan to achieve these goals.
- 4.2** Attach your curriculum vitae along with the development plan you have created, using the appropriate templates discussed in the Professional Practice subject.
- 4.3** Review different motivational theories and the impact they can have on performance in the workplace and justify the role of CPD and development planning in building motivation.
- 4.4** Discuss the use of CPD within organizations and what evidence would be required to measure the effectiveness of CPD in helping the target audience achieve their goals while using their time and resources effectively.

## **Recommended Resources**

### **Textbooks**

Cottrell, S. (2001) *Critical Thinking Skills: Developing Effective Analysis and Argument*.

2nd edn. Palgrave Macmillan.

Forde, C. et al (2006) *Professional Development, Reflection and Enquiry*.

Sage Publications.

Meggison, D. and Whitaker, V. (2007) *Continuing Professional Development*. 2nd edn.

Chartered Institute of Personnel and Development.

Winstanley, D. (2005) *Personal Effectiveness: A guide to action*. Chartered Institute of Personnel and Development.

### **Journals**

*Journal of Group Dynamics – Japan Institute for Group Dynamics Professional Development in Education – Taylor and Francis Online*

### **Web**

[Ipda.org.uk](http://ipda.org.uk)

International Professional Development Association (General Reference)

[www.thinkwatson.com](http://www.thinkwatson.com)

Critical Thinking Resources

Critical Thinking Correlation Studies

(Research)

Please note that the resources listed are examples for you to use as a starting point in your research – the list is not definitive.

## Learning Outcomes and Assessment Criteria

Pass	Merit	Distinction
<b>LO1 Demonstrate a range of interpersonal and transferable communication skills to a target audience</b>		<b>D1</b> Evaluate the effectiveness and application of interpersonal skills used in the design and delivery of a training event.  <



Pass		Merit	Distinction
<b>L03 Discuss the importance and dynamics of working within a team and the impact of team working in different environments</b>			D3 Critically evaluate your own role and contribution to a group scenario.
<p><b>P5</b> Discuss the importance of team dynamics in the success and/or failure of group work.</p> <p>P6 Work in a team to achieve a defined goal.</p> <p><b>P6</b> Work in a team to achieve a defined goal.</p>	<p><b>M4</b> Analyse team dynamics, in terms of the roles that group members play in a team and the effectiveness in terms of achieving shared goals.</p>		
<b>L04 Examine the need for Continuing Professional Development (CPD) and its role within the workplace and for higher-level learning</b>			D4 Evaluate a range of evidence criteria that is used as a measure for effective CPD.
<p><b>P7</b> Discuss the importance of CPD and its contribution to own learning and motivation.</p> <p><b>P8</b> Review different motivational theories and the impact they can have on performance in the workplace.</p> <p><b>P9</b> Produce a development plan that outlines responsibilities, performance objectives and required skills for future goals.</p>	<p><b>M5</b> Justify the role of CPD and development planning in building motivation.</p>		

## **Guidance for Students**

**Deliverable:** The report should be submitted one **soft copy** of the word-processed Report.

### **NOTE:**

- You should include the **COVER PAGE, Assessment Declaration form and Unit Review Plan** of this assignment when you submit your final report.
- If submitted after the extended deadline, the assignment will not be accepted whereas you shall be asked to go for a **NEW assignment**.
- Late Submission is not permitted until otherwise recommended by the Assessor /Course Coordinator.
- Plagiarism will be treated as very Serious academic misconduct.

### **Instructions to students:**

1. All assignments should comprise the standard **Front Cover** given. **No other front page will be accepted.**

#### **2. Report Writing Guidelines:**

1. Every Assignment should have an **Introduction** and **Conclusion**.
2. The standard **Table of Contents** should be generated.
3. All the **Figures, Tables, Diagrams** etc. should be numbered.
4. **Main Heading** Font: **Arial**; Size 16
5. **Subheading**: Font: **Arial**; Size 14
6. **Body text**: Font: **Arial**; Size 11
7. **Paragraph**: 1.5 spacing
8. **Margins**: **Top: 1" Bottom: 1" Left: 1" Right: 1"**
9. **Header** – include the module name on the right-hand side.
10. **Footer** – include the page number on the right-hand side.
11. All sections should have continuity and pages should be clearly labelled.
12. **References** – clear references for all the materials, books, articles, website etc should be given in accordance with Harvard Reference style (Harvard Anglia 2008)