

ASSIGNMENT FINAL REPORT

Qualification	Pearson BTEC Level 5 Higher National Diploma in Computing		
Unit number and title	Unit 3: Professional Practice		
Submission date		Date Received 1st Submission	
Re-submission Date		Date Received 2nd Submission	
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Class	SE08201	Assessor name	NGUYEN VAN TOAN

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Student Declaration

I certify that the assignment submission is entirely my own work and I fully understand the consequences of plagiarism. I declare that the work submitted for assessment has been carried out without assistance other than that which is acceptable according to the rules of the

specification. I certify I have clearly referenced any sources and any artificial intelligence (AI) tools used in the work. I understand that making a false declaration is a form of malpractice.

Student's signature	Liêm
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Grading grid

P5	P6	P7	P8	P9	M4	M5	D3	D4

ASSIGNMENT GROUP WORK

Qualification	BTEC Level 5 HND Diploma in Computing		
Unit number and title	Unit 3: Professional Practice		
Submission date		Date Received 1st submission	
Re-submission Date		Date Received 2nd submission	
Group number:	Student names & codes	Final scores	Signatures
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Class	SE08201	Assessor name	
Plagiarism			

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OBSERVATION RECORD

Student			
Description of activity undertaken			
Assessment & grading criteria			
How the activity meets the requirements of the criteria			
Student signature:		Date:	
Assessor signature:		Date:	

Assessor name:	
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Summative Feedback:

Resubmission Feedback:

Grade:	Assessor Signature:	Date:
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Internal Verifier's Comments:

Signature & Date:

Table of Contents

A. Introduction.....	8
B. Content.....	8
I. Demonstrate effective design and delivery of a training event for a given target audience	8
1. Different communication styles and formats.....	8
2. Planning a training event	9
II. Demonstrate the use of different problem-solving techniques in the design and delivery of an event.....	11
1. Definition of problem-solving skills:.....	11
2. Some problem solving techniques:.....	11
3. Problems Encountered and Solutionss	11
III. Demonstrate that critical reasoning has been applied to the design and delivery of the event..	12
1. Discuss the definition and evaluate the importance of critical reasoning	12
2. Approve that you have applied critical reasoning to the design and delivery of the event.	13
IV. Design a professional schedule to support the planning of an event, to include contingencies and justifications of time allocated.....	14
1. Predict some risks might disturb the training event.....	14
2. Give some solutions for those accidents	14
3. Create a time plan and assign who would be in charge right away the risk comes.....	15
V. Research the use of different problem-solving techniques used in the design and delivery of an event.....	16
VI. Explain the use and application of various methods in event design and organization	17
VII. Evaluate the effectiveness and application of interpersonal skills used in the design and delivery of a training event.	18

VIII. Evaluate the overall success of the event delivered, in terms of how well critical reasoning and thinking were applied to achieve the end goal.....	19
C. Conclusion	20
D. References.....	20

A. Introduction.

B. Content.

I. Demonstrate effective design and delivery of a training event for a given target audience.

1. Different communication styles and formats.

-Different communication.

Communication is an indispensable element in human relationships. Humans interact with one another through communication. The term 'communication' is derived from the Latin word 'communis', which means common. Therefore, communication is defined as an exchange of facts, ideas, opinions, or emotions to create mutual understanding. It is the sum of all things one person does in order to create understanding in the minds of others.

-Definition of communication.

Verbal communication involves the exchange of thoughts, feelings and ideas using spoken words. Its effectiveness depends upon various aspects, including the choice of words, tone and clarity of speech.

It is a two-way process in which the speaker transmits information while the listener comprehends and interprets the message.

-Explain non-verbal communication

Nonverbal Communication is how people share information without speaking. This can include body language, eye contact, touch, and gestures like sign language. It's all about using actions instead of words to communicate.

- Definition and importance of time management.

Time Management is the strategic process of organizing and planning how to allocate one's time effectively for maximum productivity. It involves elements, like organization, planning, and scheduling to optimize available time, considering an individual's unique situation and capabilities.

Proficient time management skills are crucial for delivering high-quality work, meeting goals, assigning value to time, and aiding in goal setting. Successful time management leads to increased efficiency, productivity, and reduced stress, contributing to overall success in life. It permits individuals to prioritize tasks, avoid procrastination, and maintain a healthy work-life balance.

2. Planning a training event

a. Program name:

“SmartStart: Teen Innovation Workshop”

b. State and justify the program:

-Learning Objectives: Participants will learn about the features, communication strategies and social media promotion skills of the application. From there, they will gain additional knowledge about communication and media.

-Skills to be achieved: Presentation skills, communication, teamwork, content creation and event coordination.

-Expected results:

+Each participant will be able to confidently introduce the application to others.

+Create promotional content such as making posters, creating short videos...

+Recruit at least 10–20 new users for each person.

c. Participants:

-15–20 classmates friends and volunteers.

-1 invited consultant (lecturer).

-3 graphic design assistants .

d. Time:

-Duration: 4 days (Monday–Thursday).

-Total preparation: 2 weeks in advance.

e. Location:

+School classrooms and auditoriums.

f. 4-day program:

Day	Activity	Objective
Day 1	Introduction to “SmartStart: Teen Innovation Workshop” and its goals	Understand product features and vision
Day 2	Communication & Promotion Skills	Learn how to present and promote the app
Day 3	Design Workshop	Create posters, demo videos, and social media content
Day 4	Practice & Launch Plan	Present materials, review performance, and plan real-world promotion

g. Google Calendar for preparing event:

A shared Google Calendar will be used for scheduling tasks like venue booking, material preparation, invitations, and rehearsal reminders.

h. Estimated Budget:

Item	Description	Estimated Cost (VND)
Venue setup	School classrooms and auditoriums.	500,000
Printing	Posters, flyers	400,000
Freelance design	3 part-time designers	1,800,000
Snacks & refreshments	For 4 days	600,000
Marketing materials	Banners, props	800,000
Total		4,100,000 VND

II. Demonstrate the use of different problem-solving techniques in the design and delivery of an event

1. Definition of problem-solving skills:

Problem-solving skills are the ability to identify problems, brainstorm and analyze answers, and implement the best solutions. An employee with good problem-solving skills is both a self-starter and a collaborative teammate; they are proactive in understanding the root of a problem and work with others to consider a wide range of solutions before deciding how to move forward.

2. Some problem solving techniques:

- Brainstorming: Brainstorm with the group and from those ideas, see which idea is the best or most suitable, then apply and implement it.
- Root cause analysis (5 Why questions): Continuously ask "why" questions to find out the main causes behind the problem and from there, solve the problem in the best way.
- SWOT analysis: Identify strengths, weaknesses, opportunities and challenges to be able to identify the right goals and go in the right direction.
- Decision matrix: Evaluate different solutions based on effectiveness and cost.

3. Problems Encountered and Solutions

Problem	Cause Analysis	Applied Solution
Limited budget	Lack of financial support	Use free tools such as Canva and seek help from the school's design club
Schedule conflicts	Members have class at different times	Create a survey to find a common time slot and adjust using Google Calendar

Lack of presentation skills	Many participants are shy to speak in front of others	Add a short presentation practice session on the final day
Technical issues	Weak internet connection or lack of devices	Prepare offline files and backup devices in advance

III. Demonstrate that critical reasoning has been applied to the design and delivery of the event.

1. Discuss the definition and evaluate the importance of critical reasoning

-**Critical thinking** is the process of analytical thinking that involves making rational judgments, logical reasoning, and technical considerations through the ability to ask questions such as why, how, in what way, how, etc. about what is read, heard, said, or written.

-The importance of critical thinking:

Critical thinking plays an important role in making smart decisions, solving problems effectively, evaluating information, building convincing arguments, developing knowledge and understanding, creating innovation and personal development. Critical thinking is not only a skill that helps improve work and personal life but also contributes to the development of the community and society.

+Make Better Decisions: People with critical thinking skills are more likely to make the right and best decisions, such as whether to change careers, which requires good critical thinking. It promotes evaluation, analysis, observation from many aspects and choosing objective arguments instead of immediate emotional reactions.

+Improve Problem Solving Skills: People with critical thinking skills often select and evaluate information, evidence, and arguments in an objective and logical manner, which helps them identify problems and quickly find feasible solutions, thereby increasing their ability to solve problems effectively. They are patient and committed to solving problems, like Albert Einstein - one of the typical examples of critical thinking, he said "It's not that I'm so smart, it's just that I stay with problems longer."

+Fostering Creativity:

Critical thinking helps to generate new, useful and relevant ideas to the problem being solved. With good critical thinking, each individual can analyze, evaluate and explore a problem from many different perspectives. This opens up opportunities for finding new solutions and different approaches.

Critical thinking encourages questioning, challenging conventional views and seeking new perspectives. This stimulates creativity, adaptability and the desire to explore and discover of each individual.

+Promoting the knowledge economy: The modern economy with the explosive development of information technology, this places higher demands on human thinking. Especially the skills of critical thinking, analyzing objective and multi-dimensional information, accumulating diverse knowledge, and flexibly applying the mind to solve problems. These will promote a knowledge economy, with new and more suitable improvements.

+Improve Presentation and Language Skills: Critical thinking helps to produce clear thoughts and logical arguments, which can improve the way each person expresses ideas, knows how to arrange words, and clearly expresses them in words. It can be said that people with excellent critical thinking often have very good presentation skills and language abilities.

+Self-reflection: By evaluating and analyzing one's own thoughts, actions or decisions in an objective and well-founded manner, critical thinking helps to reflect on oneself more clearly, while developing self-assessment and self-awareness skills.

2. Approve that you have applied critical reasoning to the design and delivery of the event.

Yes, I have applied critical thinking throughout the design and organization of the event. During the planning phase, I evaluated various event formats—such as workshops, live demonstrations, and social media promotions—to determine which would be most effective in attracting and training potential users. I also analyzed available resources, audience preferences, and time constraints to ensure the event would be both engaging and feasible.

-When designing the promotional materials, I critically assessed how visual elements and messaging could appeal to teenagers while maintaining clarity about the product's features and benefits. I also encouraged feedback from my team members to refine ideas and eliminate weak points in the plan. This process of questioning, analyzing, and improving each decision demonstrates the application of critical thinking in both the creative and organizational stages of the project.

IV. Design a professional schedule to support the planning of an event, to include contingencies and justifications of time allocated.

1. Predict some risks might disturb the training event

-During the planning and organizing stages of the training event, several potential risks were identified that could impact the timeline and overall success of the project:

+Low participant turnout: Since the target audience is teenagers — a group easily distracted by other activities — poor communication or limited promotion may lead to fewer participants than expected. Additionally, scheduling the event during school periods or exam weeks could also reduce attendance.

+Technical issues: The event relies heavily on technological equipment such as projectors, laptops, and demo applications. Any technical problems like power outages, unstable internet connection, or software errors could interrupt the session and negatively affect the participants' experience.

+Time management problems: If activities such as introductions, product demonstrations, and practice sessions are not well-structured, the event might run longer than planned, leading to fatigue or early departures, which would reduce engagement and learning outcomes.

+Lack of coordination among team members: During preparation, poor communication or unclear task distribution may cause duplication of work, overlooked tasks, or delays that could affect the event schedule.

+Health and safety risks: Unexpected conditions such as bad weather or minor accidents (e.g., slipping, fainting) may disrupt the event or impact the well-being of participants and staff.

2. Give some solutions for those accidents

To minimize or effectively respond to these risks, the following strategies were developed:

-For low attendance:

+Create a promotion plan early, at least two weeks before the event.

+Use multiple communication channels such as social media (Facebook, TikTok), school posters, and student group chats.

+Develop engaging promotional content, such as teaser videos and product visuals.

+Offer small incentives like participation certificates, souvenirs, or mini games during the event.

-For technical problems:

+Check all equipment one day before the event, including power sources, devices, and internet stability.

+Prepare backup devices (projector, laptop, cables, USB drives).

+Have offline versions of presentations and demo videos ready in case of internet failure.

+Assign a technical support member to monitor and fix any issues immediately.

-For time management issues:

+Develop a detailed event schedule specifying time slots for each activity.

+Appoint a timekeeper to remind presenters and control the pace of the event.

+Prepare shortened versions of certain activities to adjust in case of time delays.

-For lack of coordination:

+Conduct brief daily team meetings during the final preparation week to review progress.

+Use online collaboration tools (Google Sheets, Trello) to assign and track tasks.

+The project leader should regularly monitor and assist members facing difficulties.

-For health and safety risks:

+Prepare an indoor backup venue in case of bad weather.

+Provide refreshment and rest areas for participants.

+Keep a first-aid kit available and assign a responsible person for safety.

+Record emergency contact information of both team members and attendees.

3. Create a time plan and assign who would be in charge right away the risk comes.

Potential Risk	Immediate Action	Person in Charge	Time Frame
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Low participant turnout	Boost online promotion, send reminders, and offer small rewards	Marketing Team Leader	1–2 days before the event
Technical issues	Switch to backup devices or use offline presentation materials	Technical Support Member	Within 10 minutes of occurrence
Time management issues	Shorten minor activities and focus on key content	Event Coordinator	During the event (real-time)
Lack of coordination	Hold a quick team briefing and reassign tasks if necessary	Project Manager / Team Leader	Immediately upon detection
Health or safety risks	Move to backup venue or provide first aid as needed	Safety Officer	Immediately when the issue occurs

V. Research the use of different problem-solving techniques used in the design and delivery of an event

- During the process of designing and organizing the event, the team faced several challenges such as a limited budget, schedule conflicts, lack of presentation skills, and technical issues. To address these problems effectively, the team applied a combination of different problem-solving techniques, including Brainstorming, Root Cause Analysis (5 Whys), SWOT Analysis, and the Decision Matrix.
- **Firstly**, the team used the Brainstorming technique during the early stage to generate as many ideas as possible when facing the limited budget issue. Every member was encouraged to share ideas without criticism, and after discussion, the team selected the best solution — using free tools like Canva and seeking support from the school's design club. This approach helped the team reduce costs, make use of available resources effectively, and demonstrated creativity as well as strong teamwork.
- **Secondly**, when schedule conflicts occurred due to different class timetables among members, the team applied Root Cause Analysis (5 Whys) to identify the main cause. After realizing that the conflict came from differences in class schedules, the team created a survey and used Google Calendar to find a suitable time slot for everyone. This technique improved time management and ensured full participation from all team members.

- **Thirdly**, the team conducted a SWOT Analysis to evaluate the overall situation of the event project. Through this analysis, the team identified clear strengths, weaknesses, opportunities, and threats, as follows:
 - + **Strengths:** The team showed strong collaboration, clear task distribution, and a high sense of responsibility. Members communicated well and supported each other, which made the workflow smooth and effective.
 - + **Weaknesses:** Some members lacked confidence when speaking in front of an audience and had limited experience in organizing events. To overcome these weaknesses, the team arranged a presentation practice session to help members improve their confidence and communication skills.
 - + **Opportunities:** The team received guidance and feedback from lecturers, along with access to school resources, which provided valuable support for improving the quality of the event.
 - + **Threats:** Possible technical issues such as weak internet connection or device failure could disrupt the event. Therefore, the team prepared offline backup files and spare devices in advance to ensure stability during the event.
- The team applied the Decision Matrix technique to choose the most suitable tools and platforms for organizing the event. Criteria such as cost, functionality, accessibility, and user-friendliness were carefully compared. As a result, Google Drive and Canva were selected as the most appropriate and efficient tools for event design and management.

VI. Explain the use and application of various methods in event design and organization

- During the planning and execution of the event, our team successfully applied various methodologies to ensure the event was completed efficiently and achieved all the set goals. Each methodology supported different stages of the process, from planning, communication, problem solving to evaluating the results.
- **Firstly**, the team applied Project Management, which divided the event organization process into key stages — planning, preparation, execution, and evaluation. This systematic approach helped us assign specific tasks to each member, set clear deadlines, and track progress through tools such as Google Sheets and Trello. This allowed for a more organized work environment and clearly defined responsibilities, ensuring that all activities were completed on time.

- **Second**, we adopted the Collaborative/Teamwork methodology to enhance collective performance. The team held regular meetings to share progress and ideas, ensuring that everyone had a chance to contribute. Online tools such as Google Meet and Messenger were used to maintain communication even when members' schedules were different. This increased collaboration, built trust, and improved overall productivity.

- **Third**, the team used Risk Management to identify and control potential risks before and during the event. For example, the team anticipated potential issues such as technical issues, low attendance, or lack of time. Contingency measures such as preparing spare equipment, saving offline copies of presentations, and arranging additional practice sessions helped mitigate risks. This proactive approach was effective in ensuring the event ran smoothly.

- **Fourth**, the team applied Quality Management to ensure that all materials and activities met the desired standards. Prior to the event, the team reviewed presentation slides, promotional materials, and event procedures multiple times to check for errors and ensure consistency. This approach helped to enhance the professionalism and quality of the event.

Fourth, the team applied Quality Management to ensure that all materials and activities met the desired standards. Prior to the event, the team reviewed presentation slides, promotional materials, and event procedures multiple times to check for errors and ensure consistency. This approach helped to enhance the professionalism and quality of the event.

The team also applied the Reflective Practice method after the event. Each member evaluated their own performance, pointing out their strengths and areas for improvement. This feedback process helped the team gain valuable experience for future events.

By applying a variety of methods to the event design and execution process, our team was able to plan systematically, address challenges effectively, and achieve our goals. These methods provided a clear framework, improved decision-making, and ensured quality in the end results.

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

-Review of teamwork communication and comparison between traditional and applied methods

During our group work period, communication played a crucial role in ensuring that all members stayed aligned and informed. Traditionally, communication in group projects often relies on face-to-face meetings and verbal discussions, which, while personal and interactive, can be limited by time constraints, schedule conflicts, and location differences.

However, in this project, we adopted **modern communication methods** that leveraged digital tools to improve efficiency and flexibility. We used **Messenger** and **Google Meet** for instant discussions and online meetings, while **Google Drive** and **Trello** were used for sharing materials, tracking progress, and assigning tasks. These platforms allowed members to contribute ideas and updates anytime, even outside of class hours.

Compared to traditional methods, the digital approach demonstrated several advantages:

- +Increased accessibility:** Members could access project documents and updates anytime, anywhere.
- +Better time management:** Online communication reduced the need for physical meetings, saving time for both planning and execution.
- +Improved collaboration:** Shared digital tools allowed real-time feedback and transparent task tracking.
- +Record keeping:** Written communication through chat and shared documents helped maintain clear evidence of decisions and revisions.

While traditional methods foster closer interpersonal relationships and immediate feedback, the combination of traditional (face-to-face discussions) and digital methods (online platforms) in this project created a balanced and highly effective communication environment. This hybrid model enhanced teamwork efficiency, reduced misunderstandings, and ensured that all members remained connected and engaged throughout the project.

VIII. Evaluate the overall success of the event delivered, in terms of how well critical reasoning and thinking were applied to achieve the end goal.

-The project progressed systematically through four main stages: **idea generation, planning, implementation, and acceptance (evaluation)**.

+Idea Generation: The team started with brainstorming sessions to decide on a product idea that would appeal to teenagers. Critical thinking was applied to assess the feasibility, relevance, and uniqueness of

each idea. By questioning what problem our product solved and how it could attract users, we selected a concept that balanced creativity and practicality.

+Planning: During this stage, we used analytical reasoning to design the structure of the “SmartStart: Teen Innovation Workshop.” We examined available resources, defined clear objectives, and created a timeline using Google Calendar. Critical reasoning allowed us to identify potential challenges early—such as budget limitations and scheduling conflicts—and plan preventive solutions.

+Implementation: Throughout the delivery phase, critical thinking helped us evaluate decisions in real time. When unexpected problems occurred, such as technical issues or uneven participation, we analyzed causes before reacting, ensuring rational and efficient problem-solving instead of emotional or rushed responses. Team members continuously reflected on performance and adapted strategies as needed.

+Acceptance and Evaluation: After the event, the team conducted a reflective session to assess the effectiveness of activities, participant engagement, and overall outcomes. We applied critical reasoning to compare expected results with actual performance and identify areas for improvement. This process provided valuable insights for future projects and strengthened our ability to evaluate information objectively.

-Overall, critical thinking contributed significantly to the project’s success by:

+Encouraging logical decision-making and problem analysis.

+Enhancing creativity and adaptability under constraints.

+Promoting objective evaluation and continuous improvement.

+Strengthening collaboration through reasoned discussion and constructive feedback.

C. Conclusion.

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