**ASSIGNMENT 1 FRONT SHEET**

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| **Qualification** | **BTEC Level 5 HND Diploma in Business** | | |
| **Unit number and title** | **Unit 3: Professional Practice** | | |
| **Submission date** | 7/11/2023 | **Date Received 1st submission** | 7/11/2023 |
| **Re-submission Date** |  | **Date Received 2nd submission** |  |
| **Group number:** | **Student names & codes** | **Final scores** | **Signatures** |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. Luong Khai Tan BS00081 |  | Tan |
| **Class** | SE06202 | **Assessor name** | **Nguyen Minh Hieu** |
| **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. | | | |

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| P1 | P2 | P3 | P4 | M1 | M2 | M3 | D1 | D2 |
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**OBSERVATION RECORD**

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| **Student 1** |  | | |
| **Description of activity undertaken** | | | |
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| **Assessment & grading criteria** | | | |
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| **How the activity meets the requirements of the criteria** | | | |
|  | | | |
| **Student signature:** |  | **Date:** |  |
| **Assessor signature:** |  | **Date:** |  |
| **Assessor name:** | **Nguyen Minh Hieu** | | |
| **Student 2** |  | | |
| **Description of activity undertaken** | | | |
|  | | | |
| **Assessment & grading criteria** | | | |
|  | | | |
| **How the activity meets the requirements of the criteria** | | | |
|  | | | |
| **Student signature:** |  | **Date:** |  |
| **Assessor signature:** |  | **Date:** |  |
| **Assessor name:** | **Nguyen Minh Hieu** | | |

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| **Student 3** |  | | |
| **Description of activity undertaken** | | | |
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| **Assessment & grading criteria** | | | |
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| **How the activity meets the requirements of the criteria** | | | |
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| **Student signature:** |  | **Date:** |  |
| **Assessor signature:** |  | **Date:** |  |
| **Assessor name:** | **Nguyen Minh Hieu** | | |

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| **Student 4** | **Luong Khai Tan** | | |
| **Description of activity undertaken** | | | |
| P1:  P2:  P3: **The definition of problem-solving skills; Some problem-solving techniques; Problems and solutions in the event and teamwork.**  P4: | | | |
| **Assessment & grading criteria** | | | |
|  | | | |
| **How the activity meets the requirements of the criteria** | | | |
|  | | | |
| **Student signature:** | **Tan** | **Date:** |  |
| **Assessor signature:** |  | **Date:** |  |
| **Assessor name:** | **Nguyen Minh Hieu** | | |

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| **❒ Summative Feedback: ❒ Resubmission Feedback:** | | |
| **Grade:** | **Assessor Signature:** | **Date:** |
| **Internal Verifier’s Comments:** | | |
| **Signature & Date:** | | |

Unit 3: Professional Practice

Assignment Brief 1

|  |  |
| --- | --- |
| Student Name/ID Number |  |
| Unit Number and Title | Unit 3: Professional Practice |
| Academic Year |  |
| Unit Tutor |  |
| Assignment Title | Assignment 1: Plan a training event |
| Issue Date |  |
| Submission Date |  |
| Submission Format | |
| ***Format:***   * This is a ***group*** assignment. * You must use font Calibri size 12, set number of the pages and use multiple line spacing at 1.5. Margins must be: left: 1.25 cm; right: 1 cm; top: 1 cm and bottom: 1 cm. * You should use in text references and a list of all cited sources at the end of the essay by applying Harvard referencing style. * The recommended word limit is 4*500-5000 words (+/-10%)*, excluding the tables, graphs, diagrams, appendixes and references. You will not be penalized for exceeding the total word limit. * The cover page of the report has to be the Assignment front sheet 1 (to be attached with this assignment brief).   ***Submission***   * The form of submission will be a soft copy posted on <http://cms.btec.edu.vn/>. * Remember to convert the word file into **PDF file** before the submission on CMS.   ***Note:***   * The individual Assignment *must* be your own work, and not copied by or from another student(s). * If you use ideas, quotes or data (such as diagrams) from books, journals or other sources, you must reference your sources, using the Harvard style. * Make sure that you understand and follow the guidelines to avoid plagiarism. Failure to comply this requirement will result in a failed assignment. | |
| Unit Learning Outcomes | |
| This assignment consists two 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 | |
| Transferable skills and competencies developed | |
| * Design and delivery a training evenet * The development of time management skills. * The use of problem-solving skills. * The ability for critical reasonings. | |
| **Vocational scenario** | |
| You are a manager at a software development company and you have recently hired several new developers to join your team. You want to ensure that they have the necessary skills and knowledge to be successful in their new roles. You have decided to organize a training event to help them get up to speed on the latest programming languages and tools. | |
| Assignment activity and guidance | |
| **Table of content**  **I. Introduction**  **II. Main body**  **2.1. Different communication styles and formats. (P1)**  **2.1.1. The definition of communicaiton**  **2.1.2. Verbal communication**  **2.1.3. Non-verbal communication**  **2.2. Demonstrate effective design and delivery of a training event for a given target audience and show effective time-management skills in planning an event. (P1&P2)**  **2.2.1. The definition and importance of time management.**  **2.2.2. Planning a training event**  ***a. Name of the program***  ***b. Goals of the program***: What do you want the new developers to learn? What skills do they need to acquire? What outcomes do you want to achieve as a result of the training?  ***c. Participants***: New employees/ Advanced/ Managers?  ***d. Time***  ***e. Place***  ***f. Agenda:*** The training event is required to last in 4 days.  ***g. Google calendar for preparing event.***  ***h. Estimated Budget***  **2.3. Demonstrate the use of different problem-solving techniques in the design and delivery of an event. (P3)**  **2.3.1. The definition of problem-solving skills**  **2.3.2. Some problem-solving techniques**  **2.3.3. Problems and solutions in the event and teamwork**  **2.4. Demonstrate that critical reasoning has been applied to the design and delivery of the event. (P4)**  **2.4.1. Definition and the importance of critical reasoning**  **2.4.2. Apply to given solution**  **III. Conclusion**  **Reference** | |
| **Recommended Resources**  **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**

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| --- | --- | --- |
| Pass | Merit | Distinction |
| **LO1** Demonstrate a range of interpersonal and transferable communication skills to a target audience | |  |
| **P1** Demonstrate effective design and delivery of a training event for a given target audience, using different communication styles and formats.  **P2** Demonstrate effective time-management skills in planning an event. | **M1** Design a professional schedule to support the planning of an event, to include contingencies and justifications of time allocated. | **D1** Evaluate the effectiveness and application of interpersonal skills used in the design and delivery of a training event.  **D2** Evaluate the overall success of the event delivered, in terms of how well critical reasoning and thinking were applied to achieve the end goal. |
| **LO2** Apply critical reasoning and thinking to a range of problem-solving scenarios | |
| **P3** Demonstrate the use of different problem-solving techniques in the design and delivery of an event.  **P4** Demonstrate that critical reasoning has been applied to the design and delivery of the event. | **M2** Research the use of different problem-solving techniques used in the design and delivery of an event.  **M3** Justify the use and application of a range of methodologies in the design and delivery of an event. |

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# I. Introduction

# II. Main body

## 2.1. Different communication styles and formats. (P1)

2.1.1. The definition of communication

2.1.2. Verbal communication

2.1.3. Non-verbal communication

## 2.2. Demonstrate effective design and delivery of a training event for a given target audience and show effective time-management skills in planning an event. (P1&P2)

2.2.1. The definition and importance of time management.

2.2.2. Planning a training event

*Name of the program*

*Goals of the program*: What do you want the new developers to learn? What skills do they need to acquire? What outcomes do you want to achieve as a result of the training?

*Participants*: New employees/ Advanced/ Managers?

*Time*

*Place*

*Agenda:* The training event is required to last in 4 days.

*Google calendar for preparing event.*

*Estimated Budget*

## 2.3. Demonstrate the use of different problem-solving techniques in the design and delivery of an event. (P3)

2.3.1. The definition of problem-solving skills

Identification, analysis, and implementation of the best solutions are all aspects of problem-solving abilities. A worker who is skilled at solving problems is both a self-starter and a cooperative team member; they are proactive in identifying the source of an issue and collaborate with others to evaluate a variety of alternatives before selecting how to proceed.

2.3.2. Some problem-solving techniques

**1:** **Clearly define the problem:**

It might be easy to jump to solutions without first fully stating an issue, yet doing so may result in the wrong remedy. The portions where the problem is examined and precisely defined before continuing are included in many of the problem-solving exercises below.

Taking the time to adequately identify a problem might help you save time and effort later on. This is an essential step in the problem-solving process. A precise definition ensures that your team gets off on the proper foot and aids in the identification of extraneous material.

**2: Don’t make snap judgments**

Groups are prone to cognitive bias and preconceived notions about issues and potential solutions. Be careful to include facts, investigation, and appropriate thinking to support any issue assertions or proposed remedies.

The most effective methods need participants to be deliberate and to question their preconceptions. Ensure that the group has adequate time and space to gather pertinent data and approach the issue in a fresh way. Better ideas are frequently more forthcoming if you approach the task with a clear, logical mentality.

**3: Try several strategies**

Problems exist in all different forms and sizes, and your approach to solving them should reflect that. Try switching things up if you notice that one strategy isn't working and your team isn't coming up with new ideas. You'll be astonished at how a fresh creative exercise may free up your team and inspire brilliant answers.

2.3.3. Problems and solutions in the event and teamwork

1: The first issue is the lack of a shared voice.

**Solution:**

All working groups struggle to create a unified voice, therefore my group's answer is to write on a sheet of paper to determine which side has the most consensus. That will be the decision we make together. Because it was already agreed that whomever received the most votes would get to determine what to include in the presentation, neither party will be insulted.

2: Have inquiries but hold off asking.

**Solution:**

The answer we propose is that everyone who has an issue that is difficult to talk about can do so. The difficulty of not knowing but not asking may lead individuals to have a personal barrier of being frightened of expressing something incorrect. Enter your ideas in the "suggestion box" box. Because the recipient's name didn't need to be written on it, people reacted positively. Anyone with a problem is welcome to write it down and place it in the box so that everyone may work together to find a solution.

3: Modify information without informing the group.

**Solution:**

It's not unusual for someone to modify data without telling the group. My team's answer is to have that friend approach the team leader and request that any future corrections tell the team an hour in advance. If a client notices this problem, they will contact the team to investigate. Turbidity within is not a good thing.

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| No | Techniques | Problem | Solution |
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| 2 |  |  |  |
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| 5 |  |  |  |

Có thể đưa xuống 2.4.2

Những quy tắc của critical thinking

## 2.4. Demonstrate that critical reasoning has been applied to the design and delivery of the event. (P4)

2.4.1. Definition and the importance of critical reasoning

2.4.2. Apply to given solution

Có thể là 3/5 là ok

# III. Conclusion

# References

Kaplan, Z. (2022). *What Are Problem-Solving Skills? Definition and Examples*. [online] Forage. Available at: https://www.theforage.com/blog/skills/problem-solving-skills [Accessed 9 Oct. 2023].

‌SessionLab. (2022). *35 problem-solving techniques and methods for solving complex problems | SessionLab*. [online] Available at: https://www.sessionlab.com/blog/problem-solving-techniques/#Clearly\_define\_the\_problem [Accessed 9 Oct. 2023].

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