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| Assessment Title | Assessment 1 - Define Scope |

## Competency Details

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| Unit code/s and title/s | BSBCRT512 – Originate and develop concepts |
| Qualification code/s and title/s | ICT50220 Diploma of Information Technology |
| Business unit/Work group | Business and Arts/IT Studies |

## Instructions

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| Method/s of assessment | Observation (Interview) Written (Questioning) |
| Overview of assessment | Given two workplace issues, you will select an issue, consult with the Manager to discuss viable solutions, and define the scope of the project. You will also identify restrictions to the project and perform a SWOT analysis on the internal solution. Finally, you will also develop a project plan. |
| Task/s to be assessed | Answers to the following written questions should be written in the space after each question.   * Task 1 – Select Issue – Consult with Manager * Task 2 – ITWorks Project Plan |
| Time allowed | The submission dates for each assessment are provided in the Study Schedule in the **Home** section in Learn |
| Location of assessment | Assessment can be completed anywhere with access to the resources required. Task 1 – Select Issue – Consult with Manager needs to be completed in a classroom, a Virtual Classroom or over phone for external students. |
| Decision making rules | To receive a satisfactory outcome for this assessment you must complete all parts correctly. Word Counts are provided as a guide only. |
| Assessment conditions | Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry. This includes access to:   * Background information required to evaluate the operational factors that will affect the implementation of concepts. * Opportunities to collaborate with others throughout the concept development process. * Task 1 – Select Issue – Consult with Manager is an observable assessment, and your Lecturer needs to assess via observation. * Task 2 – Project Plan is an unsupervised assessment, and you may access any required resources. |
| Resources required | * Microsoft Word * BSBCRT512 – ASDS – Originate and Develop Concepts Scenario.docx * BSBCRT512 – ASDS – ITWorks Injury Reporting.pdf * BSBCRT512 – ASDS – ITWorks ICT Support Complaints.pdf * BSBCRT512 – ASDS – ITWorks Project Plan.docx |
| Result notification and reassessment information | You will be provided feedback and the result for your assignment on TAFESA Learn. You will be and given the chance to resubmit with required corrections only once.  Refer to the TAFE SA [Assessment Policy](https://students.tafesa.edu.au/docs/default-source/apply_enrol/assessment-policy.pdf?sfvrsn=112c415_16) for more information |

# Task 1 – Select Issue – Consult with Manager

You are employed by ITWorks as IT Support Level 3. Use the BSBCRT512 – ASDS – Originate and Develop Concepts Scenario.docx to identify your job role.

After reading the BSBCRT512 – ASDS – Originate and Develop Concepts Scenario.docx and choosing the workplace issue that you wish to work with from either of the two documents below, you are to organise an interview with the IT Works Manager (Your Lecturer).

* BSBCRT512 – ASDS – ITWorks Injury Reporting.pdf
* BSBCRT512 – ASDS – ITWorks ICT Support Complaints.pdf

You can do this in the classroom, or in a Virtual Classroom (Collaborate). In the interview you will be discussing your choice of which issue to work with and what your initial thoughts for a solution are. You will also discuss and verify the requirements that will be measured for your solution to be accepted at the completion of the project. You must use active listening and questioning techniques in the interview.

Question 1, 2 and 3 below need to be completed before arranging a time to meet with the Manager.

Q1)

In preparation for the meeting with the Manager complete the following:

1) Select one of the two issues that has been provided in the scenario: Issue 2

2) Using your current skill set, suggest your initial thoughts on a solution you could provide for the issue identified above: (approximately 6 - 10 words)

Create an android app with training videos for employee safety

Q2)

For the issue that you have selected in Q1, list five possible solutions which are measurable actions that will solve the problems. An example is supplied for each of the issues identified.

In your interview, the Manager will confirm accepted measurable actions and may add actions they want which you will need to also add to your list.

Issue: ITWorks Injury Issues

Minimum measurable actions:

1. Training and Information on slips and trip hazards
2. Training and Information on office hazards
3. Training and Information on manual handling and lifting.
4. Training and Information on office ergonomics
5. Training and Information on reaching above head height.

Q3)

Identify a constraint related to your job-role and a constraint related to organisational policy that would apply to this project. (Approximately 18 - 20 words)

* Can not buy or recommend purchasing anything.
* Done internally using existing skills.

Once you have answered Questions 1, 2 and 3 you can now contact your Lecturer to arrange the interview for Task 1 – Select Issue – Consult with Manager, refer to instructions above. Do not upload this document as a submission until you have completed all the Tasks in full.

**Interview with Manager**

You are to email your Lecturer to arrange a time to conduct the interview either in class, over a Teams meeting, or phone. Your email should include an appropriate greeting, request for a meeting, mode for meeting (In Class, Teams or over Phone) including day/date proposed and conclude with a signature block. Send this email to your Lecturer and take a screenshot of your email and place in this document below.

Place your screenshot here

Q4)

Using the measurable actions gathered in Q2 and from the interview with the Manager, you will reflect on the responses given by the Manager to help you with the next tasks.

complete the following:

Q4a)

Research and identify two software applications that you could recommend for implementing a solution.  (Approximately 5 - 10 words each dot point)



Q4b)

For the issues that you have selected, what would you need to do to resolve the issue. List the dot points for each action. An example is provided below as the first measurable action:

**Issue:** ITWorks ICT Support Complaints

Minimum measurable actions:

1) Tracking and Notifying Field Support

* + - Open jobs listed and sorted by priority order
    - Field support job allocation – person, notified by Calendar / Email booking
    - Field support job allocation – customer, notified by Calendar / Email booking

2)



3)



4)



5)



**Issue:** ITWorks Injury Issues

Minimum measurable actions:

1) Training and Information on slips and trip hazards.

* + - Information on what is a slip hazard
    - Procedure to eliminate slip risks, e.g., mop up all spills when seen
    - Information on what is a trip hazard
    - Procedure to eliminate risk, e.g., no extension cords across walkways

2)



3)



4)



5)



Q5)

Perform an internal SWOT analysis on the potential of your planned solution, focus on the suitability for ITWorks to eliminate or reduce the incidents or complaints according to the issue chosen. Each point below must have at least two statements of approximately 5 - 10 words each and you will have at least two statements for each point of strength, weaknesses, opportunities, and threats.

|  |  |
| --- | --- |
| Strengths | Weaknesses |
| Opportunities | Threats |

# Task 2 - ITWorks Project Plan

**Complete the ITWorks Project Plan.docx**

**Submit this assessment and the completed ITWorks Project Plan to Learn.**