

Higher Nationals in Computing

UNIT 3

PROFESSIONAL PRACTICE

ASSIGNMENT

No.1

Learner's name: Trinh Thi Dieu Huyen

Assessor name: Dang Thai Doan

Class: GCS0801B1

Learner's ID: GDD18606

Subject's ID: 1620

Assignment due: June 2020

Assignment submitted: June 2020

Assignment Brief

Qualification	BTEC Level 5 HND Diploma in Computing		
Unit number	Unit 3: Professional Practice		
Assignment title	Planning a training Event		
Academic Year	2019 – 2020		
Unit Tutor	Dang Thai Doan		
Issue date	May 2020	Submission date	June 2020
IV name and date			

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.

Part 1: Training schedule (using project management software) for the 1-day event and a training pack to include a range of activities, seminars, workshops, team-building activities and break-out sessions.

Part 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.

Part 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.

Part 4: A report discussing problem-solving techniques.

Note: 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 penalized for exceeding the total word limit.

Assignment Brief and Guidance

You have been asked to support your training and development manager with the planning and implementation of a professional development event targeted at internal employees within the organization that you work in.

The training event is scheduled over a one-day period in your Centre, and will include four 1-hour sessions. The Centre requires a schedule of the types of activities proposed so that plans can be finalized. In addition, any guest speakers or motivational coaches will also require a minimum of three weeks' notice for all bookings.

You have also been asked to design and deliver a workshop as part your training. The event will be based on marketing the college courses. (This could be a foundation year, the HND etc.)

Working in small groups (3–4 per group). You have to produce an agenda for the event and activities in the event. You will meet to discuss the event. This exercise will enable you to demonstrate the use of problems solving techniques. In the meeting, you will discuss the following:

1. Produce a professional schedule (simple time management techniques) for the development of the agenda for the event.
2. The one date event, will have two sessions in the morning and two sessions in the afternoon. Each student will be responsible for preparing one of these sessions.
3. Each student will prepare a ten minutes presentation that will be delivered at the start of the session to introduce the session. You have to prepare the presentation (slides and notes). You will give a mock presentation to your group. Each student will complete a questionnaire on your inter personal skills. After you have all completed your presentation, you will sit around in your group to discuss each of your inter personal skills.
4. Produce a report evaluating the effectiveness and application of interpersonal skills during the design and delivery process. You should also include an evaluation of your performance in this project and your contribution to the team you worked in.
5. Also, you need to discuss problem-solving and its importance in planning and running an event. You should include a discussion of various problem-solving techniques and justify the solution methodologies used during your project. You should also include a critique of the application of critical reasoning and your experiences of it.

Assessment Criteria		
Pass	Merit	Distinction
LO1: Demonstrate a range of interpersonal and transferable communication skills to a target audience		
<p>P1 Demonstrate, using different communication styles and formats, that you can effectively design and deliver a training event for a given target audience.</p> <p>P2 Demonstrate that you have used effective time management skills in planning an event.</p>	<p>M1 Design a professional schedule to support the planning of an event, to include contingencies and justifications of time allocated.</p>	<p>D1 Evaluate the effectiveness and application of interpersonal skills during the design and delivery of a training event.</p>
LO2 Apply critical reasoning and thinking to a range of problem-solving scenarios		
<p>P3 Demonstrate the use of different problem-solving techniques in the design and delivery of an event.</p>	<p>M2 Research the use of different problem-solving techniques used in the design and delivery of an event.</p>	<p>D2 Critique the process of applying critical reasoning to a given task/activity or event.</p>
<p>P4 Demonstrate that critical reasoning has been applied to a given solution.</p>	<p>M3 Justify the use and application of a range of solution methodologies.</p>	

Assignment Front Sheet

Qualification	BTEC Level 5 HND Diploma in Computing		
Unit number and title	Unit 3: Professional Practice		
Submission date	June 2020	Date Received 1st submission	June 2020
Re-submission Date	June 2020	Date Received 2nd submission	June 2020
Student Name	Trinh Thi Dieu Huyen	Student ID	GDD18606
Class	1620 GCS0801B1	Assessor name	Dang Thai Doan
Student declaration <p>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.</p>			
		Student's signature	Trinh Thi Dieu Huyen

Grading grid

P1	P2	P3	P4	M1	M2	M3	D1	D2

☐ Summative Feedback:☐ Resubmission Feedback:

Grade:

Assessor Signature: Dang Thai Doan

Date:

Signature & Date:

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INTRODUCTION

- ✓ Produce a professional schedule (simple time management techniques) for the development of the agenda for the event
- ✓ Discuss with my group about each inter personal skills of myself
- ✓ Evaluating the effectiveness and application of interpersonal skills during the design and delivery process
 - Evaluation of my performance in this project
 - My contribution to my group
- ✓ Discuss problem-solving and its importance in planning and running an event
 - Discuss of various problem-solving techniques
 - Justify the solution methodologies used during project
 - Critique of the application of critical reasoning and experiences about it



Figure 1: Professional Practice

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

P1 Demonstrate, using different communication styles and formats, that you can effectively design and deliver a training event for a given target audience

1. Definition and the importance of communication skill



Figure 2: Communication Skills

Communication skills are abilities you use when giving and receiving different kinds of information [1]. In other words, that's the ability to convey information to another effectively [2].

“The process of communication is what allows us to interact with other people; without it, we would be unable to share knowledge or experiences with anything outside of ourselves. Common forms of communication include speaking, writing, gestures, touch and broadcasting.” [3].

Some soft skills in communication skills:

- ✓ Use of initiative
- ✓ Negotiating skills
- ✓ Assertiveness skills
- ✓ Social skills
- ✓ Personal effectiveness
- ✓ Working with others

2. Verbal communication

Verbal communication is the use of sounds and words to express yourself [4]. Mean, of oral communication wherein the message is transmitted through the spoken words and the sender will give word to his feelings, thoughts, ideas, opinions and expresses them in the form of speeches, discussions, presentations, and conversations [5].

- The effectiveness of the verbal communication depends on the tone of the speaker, clarity of speech, volume, speed, body language and the quality of words used in the conversation.
- The success of verbal communication depends not only on the ability to speak but also on the listening skills.

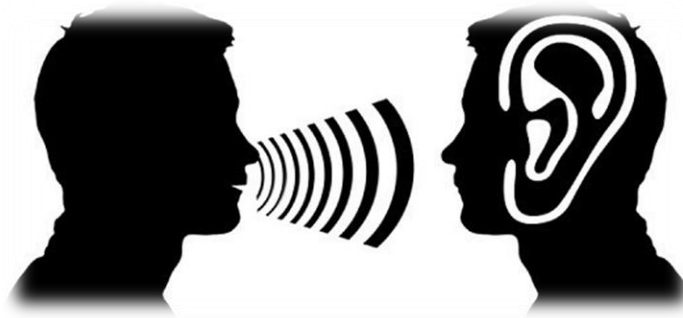


Figure 3: Verbal Communication

3. Non-verbal communication

Non-Verbal Communication is the process of conveying thinking or meaning without the use of words (written or spoken). In other words, any communication made between two or more persons through the use of facial expressions, hand movements, body language, postures, and gestures are called as non-verbal communication [6].

- For example: The non-verbal communication in the form of signals, expressions or conduct rituals such as greetings. Such as people nod to acknowledge, move their hands to give directions or an individual can give signals to convey that he had finished speaking.



Figure 4: Non-verbal Communication

4. Communication in my group

In my group, we have used three types of communication: face-to-face, social media and body language. When doing this presentation, we have had a meet up in the classroom to discuss about the topic of the presentation. It is obvious that we have used face-to-face and body language. Furthermore, we have also communicated through social media. We relisted the task on social media through words so people can easily recheck them.

<https://drive.google.com/drive/folders/0BxOxoy0pUiQYfjdEaFJpRTNqOVIKQmdwaIByQIVWSjBHZXFNTmI5OTNXTEsXOUc2QUR1Unc?usp=sharing>

P2 Demonstrate that you have used effective time management skills in planning an event

1. Definition and the importance of time management skill

Time management is straightforwardly defined as the management of time in order to make the most out of it [7]. In other words, that is the ability to use time productively and efficiently. You could also think of it as the art of having time to do everything that you need, without feeling stressed about it.



Figure 5: Time Management Skills

Time management implies planning the best use of time. Failure to manage your time can leave you so short of it that you have last minute rush to get a really important job done [7].

- For example: If your goal is to get a job, you need time to update your resume, search for openings, apply, research companies and prepare for interviews. Setting aside specific amounts of time per day will help you complete the necessary steps to getting a job.

Some time management skills:

- ✓ Prioritizing workloads
- ✓ Setting objectives
- ✓ Using time effectively
- ✓ Making and keeping appointments
- ✓ Planning and scheduling tasks and activities

2. Planning a training event (group work)

2.1. Name of the presentation: “Online learning in recent days”

2.2. Goal of the presentation: Provide information about online learning in recent days caused by the COVID-19 pandemic

2.3. Participants: student, teacher, team members

2.4. Time: 15 January 2020

2.5. Place: Greenwich of University

2.6. Agenda

- ✓ Delivers to the audience what is the online learning type of study and why it exists
- ✓ Presents the benefits and drawbacks of online learning. Why there are such benefits and drawbacks.
- ✓ How the COVID-19 pandemic affects teacher, students and online learning (with the sudden changes to online learning)
- ✓ How to improve an online learning course for more effectiveness. Why such improvements.

2.7. Gantt chart

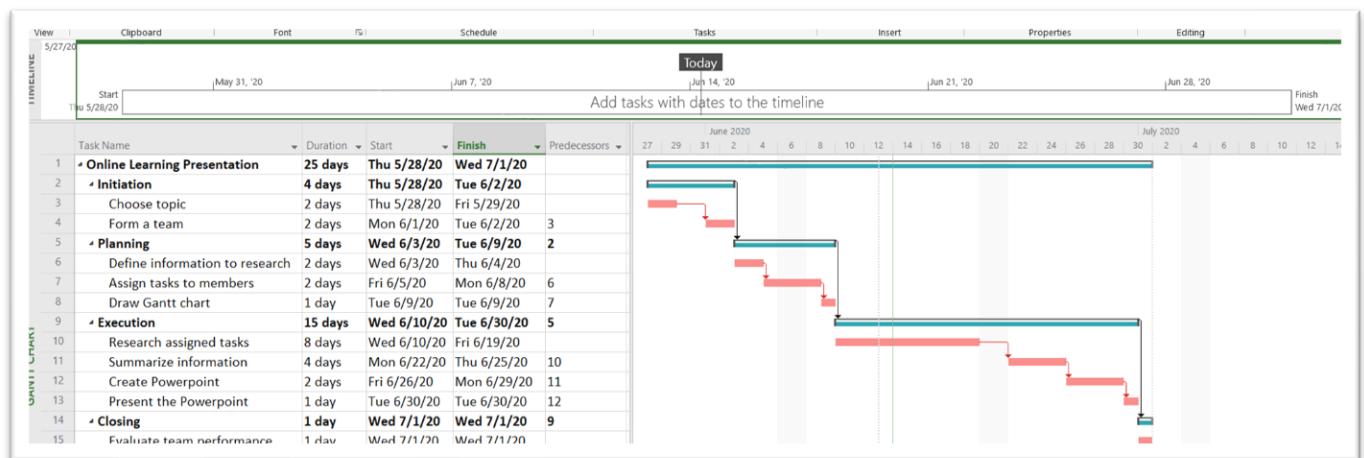


Figure 6: Gantt Chart

M1 Design a professional schedule to support the planning of an event, to include contingencies and justifications of time allocated

To support the planning, I created table a professional schedule at the below.

Table 1: Professional schedule to support the planning (Schedule expected)

Phase		Start date	Finish date	Total date (25 days)
Initiation (4 days)	Choose topic	05/28/2020	05/29/2020	2 days
	Form a team	06/01/2020	06/02/2020	2 days
Planning (5 days)	Define information to research	06/03/2020	06/04/2020	2 days
	Assign tasks to members	06/05/2020	06/08/2020	2 days
	Draw Gantt chart	06/09/2020	06/09/2020	1 day
Execution (15 days)	Research assigned tasks	06/10/2020	06/19/2020	8 days
	Summarize information	06/22/2020	06/25/2020	4 days
	Create Power Point	06/26/2020	06/29/2020	2 days
	Present the Power Point	06/30/2020	06/30/2020	1 day
Closing (1 day)	Evaluate team performance	07/1/2020	07/1/2020	1 day

Due to various reasons, cause and factors, the progress and schedule of the project changed (completed and ended faster than expected). We have now completed and closing the project. Specific details in the table below.

Table 2: Professional schedule to support the planning (Schedule official)

Phase		Start date	Finish date	Total date (19 days)
Initiation (1 day)	Choose topic	05/28/2020	05/28/2020	1 day
	Form a team	05/28/2020	05/28/2020	1 day
Planning (5 days)	Define information to research	06/01/2020	06/02/2020	2 days
	Assign tasks to members	06/03/2020	06/03/2020	1 day
	Draw Gantt chart	06/03/2020	06/04/2020	2 days
Execution (12 days)	Research assigned tasks	06/05/2020	06/08/2020	4 days
	Summarize information	06/09/2020	06/09/2020	1 days
	Create Power Point	06/10/2020	06/15/2020	6 days
	Present the Power Point	06/16/2020	06/16/2020	1 days
Closing (1 day)	Evaluate team performance	06/17/2020	06/17/2020	1 days

D1 Evaluate the effectiveness and application of interpersonal skills during the design and delivery of a training event

The effectiveness, application of interpersonal skills during the design and delivery of a training event of me and my group relatively fine. About myself, I used almost all communication skill for make teamwork. It helps me many in co-operate and discuss with members the issues relate to topic of my group. Members in my group too. However, effectiveness it seems not reached the best level yet due some cause.

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

1. Definition and the importance of problem solving



Figure 7: Problem Solving

Problem solving is the act of defining a problem; Determining the cause of the problem; Identifying, prioritizing, and selecting alternatives for a solution; And implementing a solution [8].

Obviously, every organization has problems and every individual has problems too. For this reason, the ability to solve problems is of great importance to individuals and organizations. Some of the benefits include: Make the impossible possible, Makes you a stand out, Increased confidence [9].

- **Make the impossible possible** - systematic problems solving approaches. This helps individuals and organizations overcome perilous challenges.
- **Makes you a stand out:** If you become a regular problem solver at your workplace, you are easily noticed, recognized, and appreciated.
- **Increased confidence:** If having the ability to solve problems will boost your confidence level. When you are sure of your ability to solve problems, you don't need spend time worrying about what you will do if a problem should arise.

2. Some techniques and tools for the problem solving

2.1. Techniques for the problem solving

Some techniques: Abstraction, Analysis, Brainstorming, Lateral thinking, Hypothesis testing, Reduction, Research, Trial-and-error [10].

Abstraction: solving the problem in a model of the system before applying it to the real system

Analysis: breaking down a large, complex problem into smaller, solvable problems

Brainstorming: suggesting a large number of solutions or ideas and combining, developing them until an optimum solution is found

Lateral thinking: approaching solutions indirectly and creatively

Hypothesis testing: assuming a possible explanation to the problem and trying to prove the assumption

Reduction: transforming this problem into another problem for which solutions exist

Research: employing existing ideas or adapting existing solutions to similar problems

Trial-and-error: testing possible solutions until the right one is found

=> My group used almost techniques above for the problem solving. Besides, my group also use search skills to find more information about group's topic from sources other.

2.2. Tools for the problem solving

Some tools for the problem solving common now: Pareto Chart, The 5 Whys, Fishbone Diagram, Scatter Diagram, Failure Mode and Effects Analysis (FMEA) [11].

Tools that my group used for the problem solving are:

- ✓ The 5 Whys
- ✓ Gantt chart

3. Problems and solutions in the training event

With topic of the group chosen, the problem arises when we need to identify information to talk about the topic. Therefore, we have used brainstorming to identify the parts of the topic we want to talk about and make them as tasks to perform research on. Another problem is when my leader assigns the task to members in the group. Because he cannot force a member do a certain task since that will cause conflict in the group that is why he listed all the tasks with equally effort required. With that, members in the group can choose whatever task they would like to do so they can feel more comfortable. However, have some member prolonged their mission and this make waste time of group.

P4 Demonstrate that critical reasoning has been applied to a given solution

1. Definition and the importance of critical reasoning

Critical reasoning involves the ability to actively and skillfully conceptualize, analyze, question and evaluate ideas and beliefs. In other words, critical reasoning implies critical thinking or clear thinking [12].

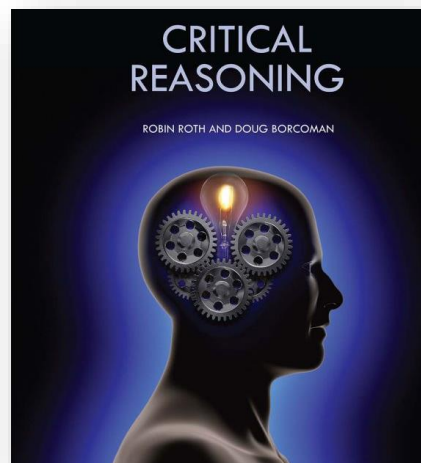


Figure 8: Critical Reasoning

Critical reasoning involves three important components of reasoning, include: *Thinking for yourself, Informed reasoning, Critical self-reflection* [12].

Critical reasoning or critical thinking is a basic skill that all humans are born with, but which can be sharpened with practice. The better your ability to think critically, the better you will be at making good decisions in your life. The skills involved in critical reasoning will assist you in every area of life and study, whether it is deciding which political candidate to vote for or which job to take [12].

2. Apply to a given solution

Even though when assigning tasks to team member, my leader has listed all the tasks so that team members can choose. This certainly is an appropriate solution because no one is not forced to do a certain task but they are also free to choose it. This makes everyone feels comfortable. Just only one drawback. This comes at a cost of first comes first serves because theirs might be multiple members wanting to do the same group. Overall, it is still a reasonable solution.

M2 Research the use of different problem-solving techniques used in the design and delivery of an event

Solving complex problems may be difficult. However, just need the right frame of mind and have a process for untangling the problem at hand, it will become easier. Nowadays, there are plenty of techniques available to solve whatever problems happen.

At [p3](#) section, I given some problem-solving techniques. And now, I will just proceed research detail about how use problem solving techniques that my group used.

Have 4 different take-aways to use problem solving techniques [13]:

- ✓ Don't start by trying to solve the problem. First, aim to understand the root of the problem.
- ✓ Use questions to generate ideas for solving the problem.
- ✓ Look to previous problems to find the answers to new ones.
- ✓ Clear your preconceived ideas and past experiences before attempting to tackle the problem.

M3 Justify the use and application of a range of solution methodologies

The best method to solve any problem as simple as minimum principles or techniques to be apply. I think we should define the situation or problem in clear manner. **Then**, approach the problem from various directions by using critical thinking. **From this**, we will have many solutions. **Next**, will pick the better solution to solve challenge by comparing various possible solutions against problem and prepare for the worst possible outcome happen and how to overcome it. *Before implementing decision, we will think which one is the worst possible thing that can happen if this decision doesn't work?* **Then**, set measures on our decision. **Next**, we will must take complete responsibility for our decision and accept complete responsibility for implementing the decision. **In addition**, have many of the most creative ideas never materialize because no one is specifically assigned the responsibility for carrying out the decision. **Follow me**, a decision without a deadline is a meaningless discussion. If it is a major decision, we will take some time to implement, set a series of short-term deadlines and a schedule for reporting. **After that**, the faster move in the direction of our clearly defined goals. We can solve any problem, overcome any obstacle or achieve any goal that we set by using our creative mind and then taking action consistently until we get objective.

D2 Critique the process of applying critical reasoning to a given task/activity or event

The process of applying critical reasoning to presentation activity with group this time pretty positive and useful. *Do you agree that many of the problems we face in our lives result from a lack of clarity in our thinking about what is real, true and essential?* **In my opinion**, it is rare to find a person who takes the time to think clearly about things. In a rapidly growing and overrated society, our response to something is often based on preconceived ideas. What is most important in here is that you learn how to think for yourself, as opposed to replicating some preconceived ideas. **As we have seen**, issues in the Human and Social Sciences rarely yield single clear *right/wrong* answers (*usually only less or more convincing arguments*). One of the main benefits of critical thinking is that it allows you to reach independent conclusions about the world and about yourself.

PERFORMANCE EVALUATION

1. Team member's roles (5 members)

- ✓ Pham Thanh Hung (Leader)
- ✓ Do Hoang Phuc
- ✓ Trinh Thi Dieu Huyen
- ✓ Do Thi Mai Linh
- ✓ Nguyen Tuan Anh

2. My contribution

Find information about "Online learning in recent days". Particular is information about "How to improve online courses effectiveness?" and presenting about that.

CONCLUSION

Through this report, came up with benefit of learning online, how learning online effective and experience make teamwork. In addition, also give some definition and the importance of the problems raised. Finally, have fulfilled all the criteria of each section, which have been marked as specific above, each section has been arranged in a certain order, thereby bringing the most intuitive look.

CRITICAL EVALUATION

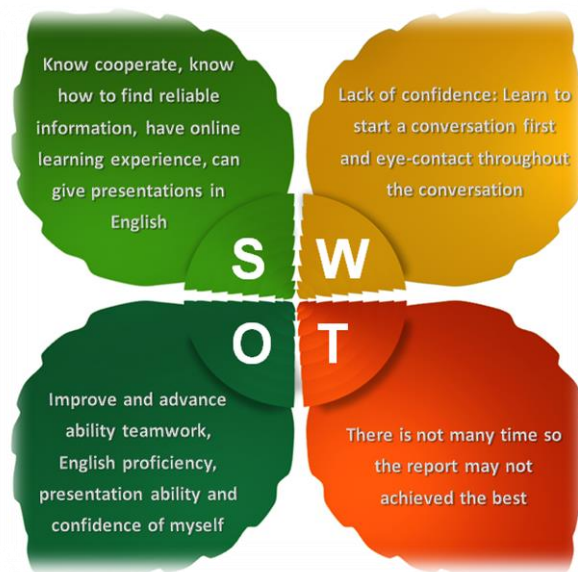


Figure 9: SWOT for Critical Evaluation

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