Melbourne Polytechnic

**DEPARTMENT OF** BUSINESS, ADVANCED MANUFACTURING AND LOGISTICS

ICT50220 Diploma of Information Technology

Assessment

**Learner**

BSBCRT512 Originate and develop concepts

Assessment Book

Learner name:\_WangYiZhuo\_\_\_\_\_\_\_\_\_\_ ID:\_S1554654\_\_\_

**Department:** Business, Advanced Manufacturing and Logistics

**Course:** ICT50220 Diploma of Information Technology

**Unit of Competency:** BSBCRT512 Originate and develop concepts

Melbourne Polytechnic

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Assessment Requirements

# Introduction

For this unit **BSBCRT512 Originate and develop concepts** you will receive the following assessment book:

1. Assessment Book – Assessment (this book)

To achieve competence, you must satisfactorily complete all assessment tasks in the assessment books. The full set of tasks will enable you to demonstrate the skills and knowledge required for each unit.

All assessment tasks adhere to the unit of competency requirements from the training package and the principles of assessment and rules of evidence as required by Standards for Registered Training Organisations (RTOs) 2015.

You will be given clear instructions for all tasks. The assessment tasks ensure that you can provide sufficient evidence to demonstrate competence in each unit. If you need any variation to the assessment, you can discuss this with your assessor. See Reasonable adjustment section below.

Assessment tasks are designed and managed to allow you to demonstrate your skills and knowledge and verify that all work is your own.

To ensure fairness, consistency and reliability when marking assessments, assessors will be provided with checklists of expected outcomes, behaviours and required answers.

## Resubmission

If you do not achieve a Satisfactory result for a task you will be given the opportunity to be re-assessed and/or to provide additional evidence. You can be given multiple opportunities to resubmit or undertake an assessment task. The number of attempts will be limited by department resources and the end date of the unit/module. Arrangements will be made on an individual basis to ensure the process is valid, fair and reliable in line with the VET Assessment Policy and Procedures.

## Assessment appeals

If you are dissatisfied with the outcome of your assessment, discuss your concerns with the teacher/assessor and/or program leader. If the issue is not resolved, you may appeal the decision(s) by following the Complaints and Appeals process as outlined on the Melbourne Polytechnic Learner Portal.

## Reasonable adjustment

If you have a disability or long-term medical or mental health condition you can register with Melbourne Polytechnic Disability Support Services to develop a Disability Support Plan and access appropriate academic support.

You may also speak with teaching staff about other circumstances impacting your capacity to complete an evidence-based assessment and seek a reasonable adjustment. It is important to ensure the integrity of the assessment is maintained and the intent is not compromised.  Reasonable adjustment may include but is not limited to extra time or extensions for assessments, an alternate assessment task, note-taking support or varying the venue.

## Safety

If for any reason you feel unsafe, you can stop participating in the assessment and inform your assessor.

If at any time during the assessment process the assessor considers that the safety of any person or property is at risk, they will **stop**the assessment immediately.

# Assessment Methods

The following assessments will be used to collect evidence of the knowledge and skills you have gained from your Learning Program. You will be required to demonstrate your ability to perform to the standard required in the workplace, as specified within the assessment task criteria as detailed below.

| **Book** | **Task Number & Name** | **Method** |
| --- | --- | --- |
| Assessment book  Knowledge | Assessment Task 1: Knowledge Questions | Written Questions |
| Assessment book  Practical | Assessment Task 2: Scoping an IT issue | Written Assessment - Case Study |
| Assessment book  Practical | Assessment Task 3: Generate solutions | Written Questions  Observation |
| Assessment book  Practical | Assessment Task 4: Present, Refine and Finalise Solution | Written Questions  Observation |

Assessment Task 3: Generate solutions

|  |  |
| --- | --- |
| Course code and title | **ICT50220 Diploma of Information Technology** |
| Unit code and  title | **BSBCRT512 Originate and develop concepts** |
| Due date | DD/MM/YYYY [Week 4] |
| Resources  required | Learner to provide:   * Access to computer and internet * Microsoft Word Application   Provided:   * BSBCRT512 Moodle Site * BSBCRT512\_Learner Resources * BSBCRT512\_Scoping document completed from Assessment task 1 * BSBCRT512\_ Solution Template |
| Decision making rules | To achieve an overall satisfactory result for this assessment task:   * Learners must achieve a satisfactory result for each item in the Assessment Checklist/s. |
| Learner  instructions | This task has 2 parts which is an observation and a written section  Part 1 **Brainstorming**  In small groups you will discuss the IT issues from the case study in Assessment Task 2 and brainstorm possible solutions to the identified issue.  Part 2 **Alternative solution to ICT issue**  For this task you will:   * Write answers to all questions * Have time to read and review the assessment task in class. * Submit it by the due date. * Submit your answers electronically via Moodle * Naming convention for your file is BSBCRT512\_Assessment Task 3\_Student ID StudentName.docx   If you have any questions about the task or concerns about your ability to complete the task, please discuss this with your Assessor. |

Task Details

#### Part 1 Brainstorming

In small groups you will each present your scope finding and possible solution for the IT issue. As a group you will express your own opinions respectfully and brainstorm ideas for addressing the issue. This is brainstorming activity will be between 40 -60 minutes in duration.

You are encouraged to take notes of all the findings as this will be used for Part 2 of this assessment.

During the observation your assessor will confirm that you can:

* + Expresses thoughtful and challenging opinions using engaging language and non-verbal features
  + Elicits views and information from others using a range of active listening and questioning techniques
  + Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction and influencing direction

## Assessment Checklist 1: Task 3 - Generate solutions

|  |  |  |  |
| --- | --- | --- | --- |
| **Learner name** | WangYiZhuo | **Student ID** | S1554654 |
| **Assessor name** |  | **Date** |  |

|  |
| --- |
| observation checklist  assessor to complete the following |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| observation | | | |  |
| **THE LEARNER:** | | **SATISFACTORY** | **NOT SATISFACTORY** | **COMMENTS** |
|  | Introduced themselves to the group in a professional and respectful manner | ☐ | ☐ | Good |
|  | Clearly and concisely expressed their opinion and the benefits of their chosen solutions to influence the brainstorming session | ☐ | ☐ | Good |
|  | Expressed their opinion in thoughtful and challenging way using engaging language and positive body language | ☐ | ☐ | Good |
|  | Actively listened to others without interrupting them | ☐ | ☐ | Good |
|  | Acknowledge and respond to differences in opinion in a respectful manner | ☐ | ☐ | Well done |
|  | Was actively engaged in facilitating the interactions of the group | ☐ | ☐ | Well done |
|  | Collaborated with others and taking it in turns to facilitate the session | ☐ | ☐ | Well done |
|  | Uses questioning technique to gather further information from the group | ☐ | ☐ | Well done |
|  | Actively elicits the views and opinions of others to develop and refine ideas | ☐ | ☐ | Good |
| **Feedback -** Assessor must include comments & feedback about the observed performance and how it aligned with the criteria. | | | | |
| *The learner outlined the scope and potential solutions for In2Media Solutions and, together with other learners in the group, they shared their views respectfully and brainstormed ideas to tackle the specific IT issue at hand.* | | | | |

#### Part 2 Solution to ICT issue

For this task you will complete independently. After your brainstorming session complete the solutions template.

|  |  |  |
| --- | --- | --- |
| **Solutions template** | | |
| 1. **An additional Idea as a possible solution that was discussed during brainstorming** | | |
| Solution 1: Introduce a Marketing Information System (MIS)  Solution 2: Deploy a Transaction Processing System (TPS)  Solution 3: Utilize a Human Resource Management System (HRMS) | | |
| 1. **Choose your 3 preferred solutions and undertake a SWOT analysis for each.** | | |
| **Solution 1** | **Strength** | **Weakness** |
| Marketing Information System (MIS) | * Effective control over marketing expenses * Ability to identify and diagnose poor performance * Enhanced product management * Flexible promotional strategies * Timely computer-generated reports | * Budgeting for MIS can be extremely challenging * Output quality depends heavily on the quality of inputs * Requires resources to organize existing files |
| **Opportunity** | **Threat** |
| * Procedures are designed to ensure an orderly flow of relevant information from both internal and external sources | * Lack of supercomputers and software can hinder smooth system operation |
| **Solution 2** | **Strength** | **Weakness** |
| Transaction Processing System (TPS) | * Capable of processing multiple transactions simultaneously * Provides real-time benefits for businesses across various industries | * Must be specifically designed to meet the unique needs of the business or organization |
| **Opportunity** | **Threat** |
| * Provides a stable database, minimizing the risk of losing user information during terminal or network failures | * Installation may face challenges due to hardware and software incompatibility * Maintenance requires specialized personnel |
| **Solutions 3** | **Strength** | **Weakness** |
| Utilize a Human Resource Management System (HRMS) | * Reduces the cost of storing data * Enables faster data extraction and processing | * High installation costs for the business organization |
| **Opportunity** | **Threat** |
| * Facilitates easy management of human resources, business processes, and data | * Unpredictable challenges * Potential for improper system development * Risk of insufficient information availability |
| 1. **Compare solution**   *Research and compare the ideas/solutions with the best practice approaches of similar product, process, services or programs and explain whether your ideas/solution stand out. Based on market research Please provide references* | | |
| **Solution 1** | **Compare to:** | **Outcome of comparison** |
| **Marketing Information System (MIS)** | InfoTrac Web https://www.infotrac.net/ | * Efficient, quick, and customizable * Offers comprehensive benefits |
| **Solution 2** | **Compare to:** | **Outcome of comparison** |
| **Transaction Processing System (TPS)** | MeisterTask https://www.meistertask.com/ | * Setting up processes and resources is quite easy |
| **Solution 3** | **Compare to:** | **Outcome of comparison** |
| Human Ressource Management System (HRS) | Sage HRMS https://www.sage.com/en- ca/products/sage-hrms/ | * User-friendly and scalable to suit various sizes of organizations |
| 1. **Which solution are you going to choose to present to the stakeholders and why?** | | |
| I have chosen to implement the Marketing Information System (MIS). Our clients will experience significant benefits from this system, and any disadvantages can be managed effectively with proper practices for process changes and management. The key advantages include:   * Prediction of consumer demand * Identification of marketing complexities * Access to up-to-date economic information * Current technological insights * Improved information flow for enhanced customer service * Support for marketing planning activities   Additional benefits include:   * Increased competitiveness and market share * Identification of business development opportunities * Implementation of a consumer-oriented approach * Effective identification and management of business risks | | |

## Assessment Checklist 2: Task 3 - Generate solutions

|  |  |  |  |
| --- | --- | --- | --- |
| **Learner name** | WangYiZhuo | **Student ID** | S1554654 |
| **Assessor name** |  | **Date** |  |

|  |
| --- |
| Assessment checklist  assessor to complete the following |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| document | | | |  |
| **The LEARNER:** | | **SATISFACTORY** | **NOT SATISFACTORY** | **COMMENTS** |
|  | Correctly completed all sections of the solutions template | ☐ | ☐ |  |
| **Feedback -** Assessor must include feedback about how each document/item/object met the criteria. | | | | |
| *The learner conducted a thorough analysis of the proposed solutions, including comparisons, and presented the final selected solution that will be shared with the stakeholders.* | | | | |

# Assessment Summary: Task 3 - Generate solutions

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Trainer/Assessor to complete the following:  **THE LEARNER:** | | | | | | Yes | | No | |
| 1. | Satisfactorily completed all tasks on Assessment Checklist 1 | | | | |  | |  | |
| 1. | Satisfactorily completed all tasks on Assessment Checklist 2 | | | | | ☐ | ☐ | |
| FEEDBACK | | | | | | | | | |
|  | | | | | | | | | |
| OVERALL TASK RESULT | | | | | | | | | |
| ☐ Satisfactory  ☐ Not Satisfactory (resubmission required) – Due date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | | |
| DATE ASSESSMENT RETURNED | | |  | | | | | | |
| TRAINER/ASSESSOR NAME | | |  | | | | | | |
| TRAINER/ASSESSOR SIGNATURE | | | X | | | | | | |
| **LEARNER DECLARATION**: Please read, tick and sign below | | | | | | | | | |
| I, \_WangYiZhuo\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have been advised of the outcome of this assessment task.  PRINT NAME | | | | | | | | | |
| LEARNER SIGNATURE | | WangYiZhuo+S1554654 | | DATE |  | | | | |