



Project Assessment (Handout for Learner)

Problem Solving for IT Professionals

Approved Assessment Centre: BELLS Institute of Higher Learning Pte Ltd
Candidate Name:

VERSION CONTROL RECORD

Version	Effective Date	Changes	Author
1.0			

Candidate's Name (as in NRIC):	
Candidate's NRIC (Please use last four figures of NRIC, e.g. "SXXXX123A"):	S/T XXXX _ _ _ / _
Assessor's Name:	
Assessor's NRIC: (Please use last four figures of NRIC, e.g. "SXXXX123A"):	S/T XXXX _ _ _ / _
Duration of Assessment:	
Allocated Duration:	15 minutes
Start Time	
End Time	

Project Assignment

This Project Assignment with Oral Clarification is to gather evidence for the following Abilities

No.	Ability
A1	Collaborate with other stakeholders to seek opinions on potential solutions
A2	Engage different stakeholders to secure buy-in for proposed solution
A3	Encourage behaviours and practices for team members that promote effective problem solving approaches and continuous improvement
A4	Diagnose underlying causes of issues by considering wider contexts
A5	Determine the constraints and risks associated with potential solutions
A6	Analyse outcomes of experiments to recommend the most suitable solution for a problem
A7	Facilitate exercises with different stakeholders to develop big picture thinking approaches to inform solution development
A8	Review the effectiveness of the problem solving process and solution against defined goals
A9	Develop experiments to test potential solutions

Project Assignment - Portfolio

Problem Solving for IT Professionals

INSTRUCTIONS FOR CANDIDATE

Requirements

For the purpose of this portfolio project, you are to propose a solution for a problem which must leverage Generative AI. The project must be a software application complex enough to involve three stakeholders and would benefit from the use of Generative AI.

Deliverables

- A project design document for the software application. See the marking criteria for what the report should contain
- A prototype of your project.

Marking Criteria

This project will be assessed based on your submitted **Project Design Document** and **Prototype**. The criteria are directly mapped to the learning objectives you are required to demonstrate. Your project design document must comprehensively address all the sections below to ensure full coverage of the marking criteria. You will need to score **100%** to pass the practical portfolio.

Objective & Criteria	What You Need to Demonstrate (Deliverables)	Weightage
A1: Stakeholder Analysis & Collaboration	<ul style="list-style-type: none">• Identification of Stakeholders: Clearly identify at least three distinct stakeholders for the proposed software application.• Requirement Elicitation: For each stakeholder, describe their key requirements, needs, and perspectives on the problem and potential solution.	10%

Objective & Criteria	What You Need to Demonstrate (Deliverables)	Weightage
A2: Stakeholder Engagement & Empathy	<ul style="list-style-type: none"> • Engagement Strategy: Provide a tailored strategy for engaging each of the three identified stakeholders to secure their buy-in. • Pain Point Discovery: Propose at least four different methods (e.g., interviews, surveys, observation, focus groups, journey mapping) that will be used to discover the stakeholders' pain points. 	10%
A3: Effective Problem-Solving & Prototyping	<ul style="list-style-type: none"> • Prototyping Strategy: Describe at least one prototyping strategy (e.g., paper prototyping, wireframing, functional MVP, Wizard of Oz) that will be used to encourage effective problem-solving and iterative improvement within the team. Justify why this strategy is suitable. 	5%
A4: Big Picture & Root Cause Analysis	<ul style="list-style-type: none"> • Big Picture Thinking: Provide at least one piece of evidence that demonstrates big-picture thinking and diagnosis of underlying causes. This must be a visual diagram such as a Causal Loop Diagram or a Fishbone (Ishikawa) Diagram. 	10%
A5: Risk Analysis & Management	<ul style="list-style-type: none"> • Risk Identification & Assessment: Identify at least one significant risk associated with the proposed solution. Assess its severity (e.g., using a Likelihood/Impact matrix). • Risk Control: Suggest at least two concrete means to control or mitigate this risk. • Evaluation: Propose one way to evaluate the effectiveness of the chosen risk control methods. 	15%
A6: Solution Feasibility, Viability & Desirability	<ul style="list-style-type: none"> • Triple-Strand Analysis: Perform a Feasibility (can we build it?), Viability (should we build it?), and Desirability (do users want it?) analysis on at least three proposed key features of your project. This analysis should justify why these features are the most suitable. 	15%
A7: Objection Handling & Stakeholder Facilitation	<ul style="list-style-type: none"> • Anticipated Objections: For each of the three identified stakeholders, identify a potential resistance or objection they might have to the proposed solution. • Objection Handling Strategy: For each objection, propose a strategy to address it, explicitly leveraging a recognized 	10%

Objective & Criteria	What You Need to Demonstrate (Deliverables)	Weightage
	objection-handling framework (e.g., Feel-Felt-Found, LAER: Listen-Acknowledge-Explore-Respond).	
A8: Review & Feedback	<ul style="list-style-type: none"> • Feedback Mechanisms: Propose at least two methods for gathering feedback on the proposed project/solution after its initial implementation or demonstration (e.g., usability testing, satisfaction surveys, analytics, structured interviews). 	5%
A9: Experimentation & Prototyping	<ul style="list-style-type: none"> • Functional Prototype: Develop and submit a working prototype of the proposed solution. The prototype must be functional enough to demonstrate the core concept and its use of Generative AI. • Prototype Documentation: Briefly document the prototype's capabilities and limitations, explaining how it serves as a test for the potential solution. 	20%
Total		100%

Submission

- The project must be hosted on a Github repository and the link must be submitted via the LMS.
- A zip file of all the source code and assets required to deploy the project must be submitted via the LMS.

Oral Clarification for Project Work

- The duration of the Oral Clarification is 15 minutes
- The assessor will conduct an oral clarification to verify the evidence collected
- The assessor may ask additional questions if evidence presented is insufficient to ascertain competency of the candidate

Individual

This project work is an individual assessment