# Assessment event 3 of 4: Skills

## Criteria

### Unit code and name

Cluster | ICT Analysis

BSBCRT404 | Apply advanced critical thinking to work processes

ICTICT426 | Identify and evaluate emerging technologies and practices

ICTSAS432 | Identify and resolve client ICT problems

### Qualification/Course code and name

Select your Qualification/Course code and name from the dropdown.

ICT40120 | Certificate IV in Information Technology

## Student details

Student name

Tiana Zou

Student number

881273817

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This assessment can be found in the TAFE NSW [Learning Bank](https://share.tafensw.edu.au/share/logon.do?.page=searching.do?in%3DC1b145167-45e0-41ec-9f64-92af668e3e54%26q%3D%26type%3Dstandard%26sort%3Drank%26dr%3DAFTER%26page%3D1).

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## Assessment instructions

Table 1 Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Assessment event overview** | The aim of this assessment is to assess your knowledge and performance in explaining critical thinking processes and decision-making for the evaluation of emerging technologies and practices.  This assessment is in 3 parts:   * Part 1: Presentation plan * Part 2: Presentation * Part 3: Reflection   And is supported by:   * A submission checklist * An Observation Checklist * Assessment feedback * Simulated organisation, [Gelos Enterprises](https://share.tafensw.edu.au/share/items/d0b458dc-3922-409d-b1fe-9a2f785f4a38/0/?attachment.uuid=aa9bb643-d101-45be-9b0f-533c4cc33ba1) * [Cl\_ICTAnalysis\_AE\_Sk3of4\_Appx\_PresentationPlan](https://share.tafensw.edu.au/share/items/b2d70104-4fec-40a3-84a4-695c33e4847a/0/?attachment.uuid=21fe7cc5-c95b-454e-a7f3-5abdd6ce808d)   **Note**: This assessment may contain links to external resources. Access to the long URL is provided via the External resources – Links and URLs section located at the end of this document. |
| **Unit assessment guide** | Refer to the unit assessment guide (UAG) before attempting this assessment event. The UAG contains information including assessment requirements and how to achieve a satisfactory result. |
| **Submission instructions** | When you complete this assessment:   * read the checklist at the end of the assessment to make sure you have completed everything * keep a copy of all the electronic and hardcopy assessments you submit to TAFE NSW * make sure you have completed the assessment declaration before you submit. |

## Task instructions

The assessor will use the criteria outlined in the following tasks to determine if you have satisfactorily completed this assessment event. Follow these instructions to ensure you demonstrate the required knowledge and skills.

In this assessment you are a Gelos ICT team member.

## Part 1: Presentation plan

Read all instructions carefully and complete all requirements of the assessment. In addition, refer to the checklist that your assessor will use to assess your performance and record your results.

In this part, you will prepare to present your proposals for one emerging technology and one emerging practice from Assessment Event 2, to at least 2 people representing as **ICT managers** at Gelos Enterprises. You have been allocated up to 20 minutes for your presentation.

### Before you begin

Access and read the following Gelos Enterprises document:

* [Code of conduct policy and procedure (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=6b7e28d5-5226-450d-9ee8-b2567497512d)

### Task 1 Presentation plan

**Develop** a presentation plan using the template in [Cl\_ICTAnalysis\_AE\_Sk3of4\_Appx\_PresentationPlan](https://share.tafensw.edu.au/share/items/b2d70104-4fec-40a3-84a4-695c33e4847a/0/?attachment.uuid=21fe7cc5-c95b-454e-a7f3-5abdd6ce808d). You will use the plan to help you deliver the presentation in Part 2.

The presentation plan must include the following:

1. Presentation title.
2. Audience description (the ICT Managers).
3. Presentation forum.
4. At least **2** legal, regulatory and organisational policy requirements.
5. Presentation goal.
6. Presentation plan including timing, sequenced content, audience activities and presentation aids (including digital tools and technologies).
7. Presentation content including:
8. Introduction.
9. Description of **Event 2 (Project Assessment), Part 3 Task 2 and Part 4 Task 2** proposals.
10. Articulation and justification of your decision-making process.
11. A request for feedback on the decision-making process and the proposals.
12. A facilitated group discussion.
13. Summary of the agreed changes to the proposals.
14. At least **4** open-ended, inclusive questions to ask audience members.

Save your presentation plan as Surname\_Cl\_ICTAnalysis\_AE\_Sk3of4\_Appx\_PresentationPlan.

Submit: Presentation Plan.

### Task 2 Prepare to present

In this task, you will consider your knowledge and understanding of yourself in relation to presenting ICT information to a diverse range of people.

1. Reflect on and describe your personal values, behaviours and assumptions that may impact your presentation. Your answer should be between 70 and 100 words.

I feel that I might not be confident when speaking to a group of people. I think I usually want people to enjoy what I’m presenting so I tend to focus more on the details. Even though I have done lots of presentations before, I always want to present something well, so that often causes me to stumble while I am speaking. I hope that with more practice I can improve my presentation skills and be smoother and more confident when I speak.

1. How do you think you may be perceived by others during the presentation? Your answer should be between 50 and 70 words.

I think others will perceive me as someone who speaks clearly and hopefully not focus too much on my pauses. I hope to think they will enjoy the way I present and the content I am presenting. I try to speak as naturally as possible, so I hope the audience perceives is this way.

## Part 2: Presentation

In this part, you will deliver a presentation of your proposals for one emerging technology and one emerging practice from to ICT managers at Gelos Enterprises following the presentation plan you developed in Part 1.

Read the list of criteria provided in the [**Observation Checklist**](#_Observation_checklist:_Part) (at the end of the document) to understand what skills you need to demonstrate. This Checklist outlines the Performance Criteria and Performance Evidence your Teacher/Assessor will be assessing you on as they observe you complete the assessment.

The presentation may take place in one of the following environments:

* at work
* in a simulated work environment such as a classroom
* in an MS Teams meeting or similar.

Your Assessor may directly observe you facilitate the presentation, or you may submit a recording of the presentation as video evidence.

If you are submitting the meeting as video evidence, follow the [Vide](https://share.tafensw.edu.au/share/items/744af7d4-a241-45e2-adb0-0e13f2fe4950/0/?attachment.uuid=01c3c87a-4599-48c2-91f0-68a00b5bbb4c)o recording instructions (pdf). These instructions include useful tips, links to resources, and a demonstration video.

### Before you begin

Organise at least **2** people, such as peers, work colleagues or friends, to represent as ICT managers at Gelos Enterprises in a presentation. The people representing managers will:

* be 18 years or over
* be able to participate in a face-to-face or online presentation
* be able to understand and provide meaningful feedback on the proposal
* have access to a computer with an online meeting tool such as MS Teams, where the presentation is facilitated online.

Deliver a presentation: include your questions for the audience in your presentation plan, with at least 2 people who will represent as the ICT management at Gelos Enterprises. The purpose of the presentation is to inform the managers of your ICT technology and practice proposal from Event 2 Project (**Cl\_ICTAnalysis\_AE\_Pro2of4)** and seek feedback.

1. **Welcome** the participants and explain the **purpose and context** of the presentation.
2. **Present** your **Event 2 Part 3 Task 2 and Part 4 Task 2** proposals.
3. **Justify** your decision-making process.
4. **Seek feedback** on the decision-making process and the proposals.
5. **Facilitate discussion** with the participants to explore and adapt the new ideas, including your questions to the audience.
6. **Reach agreement** on changes to the proposal based on the organisational response.
7. During the presentation demonstrate the following:
8. **Adherence** to legal, regulatory and policy responsibilities relevant to your work.
9. **Using** sophisticated communication practices.
10. **Establishing** connections and genuine understanding.
11. **Using** presentation aids including digital tools and technologies to present information.
12. Seek feedback on your performance and decision-making and potential areas for development.

**Submit** a link to the recording of the team meeting, where not directly observed by the TAFE Assessor.

## Part 3: Reflection

In this part, you will reflect on your own performance in researching information in Event 2 Project and presenting the research in Part 2 of this assessment (Event 3) and seek opportunities to improve.

1. **Reflect on and evaluate** the effectiveness of your performance and decision making. Consider asking yourself the following questions:

* What was the feedback from others in the presentation?
* What worked, what didn’t work and why?
* What would I do differently next time?

Your answer should be between 100 and 120 words.

I think I worked well with my team and communicated effectively. We all cooperated and set tasks and meet-up times effectively and I truly value the teamwork we had. Given the short amount of time we had to prepare the presentation, we did well in communicating our progress and helping each-other. I think we also got positive feedback from the presentation and while we could have been a bit more cautious with our speaking time, I think our presentation was well-done. Something I can do differently next time is have more time to prepare and practice my spoken part. If I can be more familiar with what I was presenting, then my part could have been smoother.

1. **Critically assess and rate** your own critical thinking skills based on self-reflection and the feedback of others in the presentation, to identify areas for self-development.

**Instructions**

Complete this table by placing a mark in the column that best suits your ability and then in the final column, select a priority level on how important or urgent it is for you to develop these skills.

Table 2 Self-analysis

| Critical thinking skill | I can do this well | OK, but I need more practice | I can’t do this | Priority  1 = very important  2 = quite important  3 = not important |
| --- | --- | --- | --- | --- |
| I can use a range of critical thinking techniques to identify limitations in workplace practices | X |  |  | 1 |
| I can ask questions to broaden my understanding of practices | X |  |  | 2 |
| I can use various information sources to provide answers to questions |  | X |  | 1 |
| I can determine sources of reliable information | X |  |  | 1 |
| I can interpret and critically analyse numerical data | X |  |  | 1 |
| I can use systematic processes to gather information |  | X |  | 2 |
| I can use problem-solving skills to evaluate ideas | X |  |  | 2 |
| I can communicate ideas and solutions clearly and persuasively to others |  | X |  | 2 |
| I can identify and evaluate emerging technologies and practices | X |  |  | 2 |

1. Based on your self-reflection, **write a professional development action plan** that includes the following:
2. Three areas for professional development.
3. Informal and formal development methods.
4. Support required to implement actions such as resources or experts.

Table 3 Professional development plan

|  |  |  |
| --- | --- | --- |
| Area of development | Development method | Support required |
| Communicating ideas and solutions clearly and persuasively to others | More practice in presentations and being more proactive in speaking. I can volunteer to speak to groups more and practice my presentation before I present. | Online resources and team support |
| Using information sources to provide answers to questions | I can always improve in using more sources and checking the legitimacy of the sources. I need to be more selective when choosing information sources | Online resources |
| I can interpret and critically analyse numerical data | Read and interpret more data – for example, financial data, for practice. Also it would be beneficial to read analysis written by others to see their conclusions. | Online resources |

## Submission checklist

Submit the following for marking:

This completed Assessment event 3 of 4: Skills including:

Part 1 Task 2: Prepare to present

Part 3: Reflection

Part 1 Task 1: Cl\_ICTAnalysis\_AE\_Sk3of4\_Appx\_PresentationPlan

Part 2: Link to the recording of the presentation, where not directly observed by the TAFE Assessor. This is the link to the recording: [Video link].

## Checklist

The assessor will use this checklist while observing you completing your assessment. Read the checklist to understand what skills you need to demonstrate/ items you need to complete or submit. You must meet all the criteria.

Note that S = Satisfactory and U/S = Unsatisfactory.

Attempt 2 is required where Attempt 1 is Unsatisfactory.

Table 4 Checklist

| Part number | Did the student do the following? | S | U/S | S | U/S | Assessor comments |
| --- | --- | --- | --- | --- | --- | --- |
| 1 Task 1 | Develop a presentation plan appropriate to the purpose and audience that includes:   * Title * Audience description * Presentation forum * Legal, regulatory and organisational requirements * Goal * Presentation plan with timing, sequenced content, audience activities and presentation aids * 4 open-ended questions |  |  |  |  |  |
| 1 Task 2.1 | Reflects on personal values, behaviours and assumptions |  |  |  |  |  |
| 1 Task 2.2 | Reflects on personal values, behaviours and assumptions and considers how these might be perceived by others |  |  |  |  |  |
| 2 | **Presentation (refer to** [**Observation Checklist**](#_Observation_checklist:_Part)**)** |  |  |  |  |  |
| 3.1 | Reflect on and evaluate the effectiveness of own performance and decision making  Incorporate feedback and self-reflection to critically assess performance |  |  |  |  |  |
| 3.2 | Critically assess and rate own critical thinking skills to identify areas for self-development |  |  |  |  |  |
| 3.3 | Identify areas for personal, professional self-development  Identify methods to improve own skills and knowledge  Identify support required to implement actions |  |  |  |  |  |

## Observation checklist: Part 2 Presentation

This checklist will be used by the assessor to assess your performance whilst observing you complete the practical tasks. Use this observation checklist to understand what skills you need to demonstrate.

Table 5 Observation checklist

| Task no. | Did the student do the following? | S | U/S | S | U/S | Assessor comments |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Welcome the participants and explain the purpose and context of the presentation |  |  |  |  | Date: |
| 2 | Present the Event 2 new technology and practice proposals  Articulate ideas and requirements clearly and persuasively using techniques appropriate to the audience and environment |  |  |  |  |  |
| 3 | Articulate and justify the decision-making process  Demonstrate understanding of topics and concepts |  |  |  |  |  |
| 4 | Seek meaningful feedback from management on strategy and organisational response  Ask questions to broaden knowledge and understanding |  |  |  |  |  |
| 5 | Facilitate discussion to explore and adapt the new ideas  Discuss complex issues and developments in the IT industry  Participate in verbal exchanges of ideas  Use a range of persuasive responses  Encourage participation and ideas |  |  |  |  |  |
| 6 | Reach agreement on changes to the proposal based on responses of participants |  |  |  |  |  |
| 7 | Demonstrate work and interacting with others’ skills including:   * taking responsibility for adhering to legal, regulatory, and organisational procedures and policy requirements * using sophisticated oral and visual communication to achieve goals * using presentation aids including digital tools and technologies to present information |  |  |  |  |  |
| 8 | Seek feedback on own performance and decision-making and potential areas for development |  |  |  |  |  |

## Additional evidence for verification of assessment

Assessors may ask questions to clarify your understanding during the assessment event.

You may be asked questions:

* to clarify your understanding
* to capture contingencies that may form part of the demonstration
* to prevent a work, health and safety incident.

If questions are required during the assessment event, these questions and your responses will be recorded in this table.

Table 6 Additional evidence

| Questions asked by assessor | Student responses |
| --- | --- |
|  |  |
|  |  |
|  |  |

### Additional ad hoc question/s asked by the Assessor

Additional ad hoc questions may be asked by the assessor during or after the assessment event. This section provides the assessor opportunity to record these questions and your responses.

1. Assessor question (as required):

[Record your additional questions here]

Student response (as required):

[Record the student response/s]

1. Assessor question/s (as required):

[Record your additional questions here]

Student response/s (as required):

[Record the student response/s]

1. Assessor question/s (as required):

[Record your additional questions here]

Student response/s (as required):

[Record the student response/s]

## External resources – Links and URLs

Long URLs and permalinks are provided for access to content when the assessment is not used digitally, for example, not clickable.

Table 7 Long URLs

| Resource Name | Long URL |
| --- | --- |
| The Learning Bank | https://share.tafensw.edu.au/share/home.do |
| Video recording instructions (pdf) | https://share.tafensw.edu.au/share/items/744af7d4-a241-45e2-adb0-0e13f2fe4950/0/?attachment.uuid=01c3c87a-4599-48c2-91f0-68a00b5bbb4c |
| Gelos Enterprises | https://share.tafensw.edu.au/share/items/d0b458dc-3922-409d-b1fe-9a2f785f4a38/0/?attachment.uuid=aa9bb643-d101-45be-9b0f-533c4cc33ba1 |
| Gelos Enterprises Code of Conduct Policy and Procedure (pdf) | https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=6b7e28d5-5226-450d-9ee8-b2567497512d |

This page is not required for online assessment submissions.

### Student assessment declaration

This assessment is my original work and has not been:

* copied from any source without proper referencing
* written for me by any other person except where such collaboration has been approved by a teacher or assessor.

Student signature and date

### Reasonable adjustment

Reasonable adjustment was in place for this assessment event.

If so, please provide details of any reasonable adjustment strategies that were implemented:

[Insert reasonable adjustment strategies]

### Assessment outcome

Satisfactory  Unsatisfactory

Comments

[Insert comments]

Assessor name, signature and date

Student acknowledgement of assessment outcome

[Would you like to make any comments about this assessment?]

Student name, signature and date