SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

TSC Category	Development and Implementation				
TSC Title	Research				
TSC Description	Research on a concept or idea to provide inputs for content development				

TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			ICT-RND-3018-1.1	ICT-RND-4018-1.1	ICT-RND-5018-1.1	
			Lead comprehensive research and analyse research findings to generate insights and recommendations	Design a research strategy and propose projects to meet identified research needs	Oversee and review the effective implementation of the research project within known resource constraints	
Knowledge			• Principles of research • Best practices of qualitative and quantitative research • Data processing methods • Data analysis techniques • Techniques to detect gaps in information • Legal risks, factual errors and breaches of codes of conduct involving use of research material • Applicable copyright norms and intellectual property rights	• Project design approaches for research projects • Techniques for budgets and resource management for research projects • Purpose of the research and how it will be used • Potential legal risks, factual errors and breaches of codes of conduct involved in using research material • Organisational guidelines affecting research project	• Organisation's research requirements • Success metrics for research projects • Purpose of the research and how it will be used • Value, limitations and risks of using each sources and social networks for research purposes • Emerging methods for obtaining relevant information	
Abilities			• Analyse the key problems to be addressed • Propose hypotheses for the research relevant to the key problems • Provide inputs to modify the research approach and execution plans • Organise material of relevance to the content for market research	• Define the key problems to be addressed in the research project • Design a research strategy to meet identified research needs • Review the relevance and usefulness of findings against research objectives outlined in research project plan	• Commission and oversee the research project plans until project reaches the finalisation stage • Drive the main research objectives and resource constraints of the project • Determine the research procedure and research methods best suited to collect and analyse the information	

			• Guide research process with inputs regarding type, quality and quantity of data and information to be collected • Verify the reliability and accuracy of the information through detailed checks • Detect any gaps in information uncovered and remove unreliable information • Highlight areas requiring further research • Clarify and resolve inconsistencies in the data of the research project • Analyse and interpret relevant data for results and important insights	• Lead the production of the final research findings and its associated outcomes • Develop reports to showcase business recommendations based on research findings • Develop reports on future improvements to research processes • Identify legal and ethical issues likely to arise from using any research material	• Oversee the interpretation of research findings to ensure the relevancy of the findings • Present recommendations which address all of the research objectives and how the results will support the decision making • Drive improvements to research processes and practices to improve research outcomes	
Range of Application						