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Business Works is a series of training and assessment resources developed for qualifications within the Business Services Training Package.

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| A close up of a logo  Description automatically generated | **Contents** |
| --- | --- |

[Introduction 4](#_heading=h.30j0zll)

[Assessment Task 1: Knowledge questions 5](#_heading=h.1fob9te)

[Assessment Task 1: Checklist 7](#_heading=h.3dy6vkm)

[Assessment Task 2: Project 8](#_heading=h.1t3h5sf)

[Assessment Task 2: Checklist 14](#_heading=h.2s8eyo1)

[Final results record 19](#_heading=h.17dp8vu)

| A close up of a logo  Description automatically generated | **Introduction** |
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The assessment tasks for *BSBINS603 Initiate and lead applied research* are outlined in the assessment plan below. These tasks have been designed to help you demonstrate the skills and knowledge that you have learnt during your course.

Please ensure that you read the instructions provided with these tasks carefully. You should also follow the advice provided in the *Business Works Student User Guide*. The Student User Guide provides important information for you relating to completing assessment successfully.

**Assessment for this unit**

*BSBINS603 Initiate and lead applied research* the skills and knowledge required to plan, conduct and report on applied research to influence strategic practices and outcomes within an organisational context. The unit also covers constructing an applied research strategy, using a range of applied research techniques, and analysing and presenting findings.

For you to be assessed as competent, you must successfully complete two assessment tasks:

* Assessment Task 1: Knowledge questions – You must answer all questions correctly.
* Assessment Task 2: Project – You must work through a range of activities and complete a project portfolio.

| A close up of a logo  Description automatically generated | **Assessment Task 1: Knowledge questions** |
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**Information for students**

Knowledge questions are designed to help you demonstrate the knowledge which you have acquired during the learning phase of this unit. Ensure that you:

* review the advice to students regarding answering knowledge questions in the *Business Works Student User Guide*
* comply with the due date for assessment which your assessor will provide
* adhere with your RTO’s submission guidelines
* answer all questions completely and correctly
* submit work which is original and, where necessary, properly referenced
* submit a completed cover sheet with your work
* avoid sharing your answers with other students.

|  | **Assessment information**  Information about how you should complete this assessment can be found in Appendix A of the *Business Works Student User Guide*.Refer to the appendix for information on:   * where this task should be completed * the maximum time allowed for completing this assessment task * whether or not this task is open-book.   *Note*: You must complete and submit an assessment cover sheet with your work. A template is provided in Appendix C of the Student User Guide. However, if your RTO has provided you with an assessment cover sheet, please ensure that you use that. |
| --- | --- |

**Questions**

Provide answers to all of the questions below:

1. Describe communication processes and the importance of such when conducting applied research.
2. Describe four communication methods that you may consider using in relation to applied research.
3. Explain three data collection methods. Include at least one manual method, as well as one method that uses technology and one method that uses technology services.
4. Explain three data analysis methods. Include at least one manual method, as well as one method that uses technology and one method that uses technology services.
5. Explain legal requirements that apply to the handling and storing of data when conducting research.
6. Explain legal requirements that apply to privacy of data when conducting research.
7. Explain legal requirements that apply to freedom of information in government-held documentation when conducting research.
8. Explain the key steps in the applied research process that may be referred to in policies, procedures and guidelines relating to applied research.
9. Describe three presentation techniques that could be used for applied research.
10. Describe two ways of reporting on research.
11. Explain the concept of research ethics.
12. Review the following Code of Conduct and summarise in your own words the key principles of responsible research:

<https://www.nhmrc.gov.au/about-us/publications/australian-code-responsible-conduct-research-2018>

1. Outline three examples of applied research tools and how they are applied during research.
2. Give three examples of applied research methods and outline how they are applied during research.

**Assessment Task 1: Checklist**

| Student’s name: | | | | |
| --- | --- | --- | --- | --- |
| Did the student provide a sufficient and clear answer that addresses the suggested answer for the following? | Completed successfully? | | Comments | |
| Yes | No |  | |
| Question 1 |  |  |  | |
| Question 2 |  |  |  | |
| Question 3 |  |  |  | |
| Question 4 |  |  |  | |
| Question 5 |  |  |  | |
| Question 6 |  |  |  | |
| Question 7 |  |  |  | |
| Question 8 |  |  |  | |
| Question 9 |  |  |  | |
| Question 10 |  |  |  | |
| Question 11 |  |  |  | |
| Question 12 |  |  |  | |
| Question 13 |  |  |  | |
| Question 14 |  |  |  | |
| Task outcome: | * Satisfactory | | | * Not satisfactory |
| Assessor signature: |  | | | |
| Assessor name: |  | | | |
| Date: |  | | | |

| A close up of a logo  Description automatically generated | **Assessment Task 2: Project** |
| --- | --- |

**Information for students**

In this task, you are required to demonstrate your skills and knowledge by working through a number of activities and completing and submitting a project portfolio.

You will need access to:

* your learning resources and other information for reference
* *Project Portfolio* template
* *Simulation Pack* (or workplace documentation related to applied research and the organisation’s strategic outcomes if you are using your own business).

Ensure that you:

* review the advice to students regarding responding to written tasks in the *Business Works Student User Guide*
* comply with the due date for assessment which your assessor will provide
* adhere with your RTO’s submission guidelines
* answer all questions completely and correctly
* submit work which is original and, where necessary, properly referenced
* submit a completed cover sheet with your work
* avoid sharing your answers with other students.

|  | **Assessment information** |
| --- | --- |
| Information about how you should complete this assessment can be found in Appendix A of the *Business Works Student User Guide*.Refer to the appendix for information on:   * where this task should be completed * how your assessment should be submitted.   *Note*: You must complete and submit an assessment cover sheet with your work. A template is provided in Appendix B of the Student User Guide. However, if your RTO has provided you with an assessment cover sheet, please ensure that you use that. |

**Activities**

Complete the following activities:

1. Carefully read the following:

| Atom | This project requires you to plan, conduct and report on one applied research topic that is relevant to an organisation’s strategic practices and outcomes. The research must involve complex ideas and concepts. As part of the assessment you, you will:   * choose a topic to research. * plan and develop an applied research strategy. * collect and analyse data. * document and present your research findings. |
| --- | --- |
|  | Vocational education and training is all about gaining and developing practical skills that are industry relevant and that can help you to succeed in your chosen career. For this reason, we are giving you the choice to base this research project on your own business, one you work in or a familiar with, or you can use the case study provided. This will mean that you are applying your knowledge and skills in a relevant, practical and meaningful way to your own situation! |
|  | If you are basing this assessment on your own business, you must choose a research topic that is relevant to your organisation’s strategic practices and outcomes and that involves complex ideas and concepts. It is important that you can access enough information to be able to do your assessment. As a minimum this should include workplace documentation related to applied research and the organisation’s strategic outcomes (e.g. Applied Research Policy).  If you are using the case study, all relevant information is contained in the *Simulation Pack*. You are to choose one of the topics in the research statement and use it as a basis for an applied research project for King Edward VII College. To ensure that you can draw on a range of data sources for your research, your fellow students and/or the staff at your RTO can be questioned, and their responses included as part of your research report. An RTO has been chosen as the case study organisation because:   * it is an area in which you have experience, being a student. * you have access to students attending an RTO and staff who work in one (for role-play data collection). * there is a lot of information available on the VET sector, international students, learning theory, institutional management, etc. |
|  | You will be collecting evidence for this unit in a *Project Portfolio*. The steps you need to take are outlined below. |

1. Preparation.

| Person eating | Make sure you are familiar with the organisation you are basing this assessment on and have read through the necessary background information. For the case study business, this is all the documents included in the *Simulation Pack*.  Once you have reviewed the documents, choose a research topic/task.  If you are using the case study, select one of the topics in the Research Statement in the *Simulation Pack*.  If it’s your own business or a business where you are working or are familiar with, have your business and research topic approved by your assessor.  Complete *Page 4* of your *Project Portfolio* for this unit.  Read through the requirements of *Section 1, 2* and *3* of your *Project Portfolio*. |
| --- | --- |
| Complete *Section 1* of your *Project Portfolio*. Steps 3 to 8 form part of *Section 1*. | |

1. Determine the research context.

| Person eating | Determine your research context. To do this, you must:   * list at least three objectives/goals of the organisation * describe your role in the organisation * explain how your research task is relevant to the strategic practices and outcomes of the organisation and how it will help your organisation to achieve improved organisational outcomes * describe your research task, including purpose, hypothesis, target group’s profile and needs, context and data requirements. |
| --- | --- |
|  | Answer questions 1 to 3 in your *Project Portfolio*. |

1. Discuss research requirements with relevant stakeholders.

| Chat | Meet with at least one relevant stakeholder to discuss:   * what will be researched * the purpose of the research * why are you doing the research task * how will it help the organisation * when will the research be done * how you plan to document and present research * the stakeholder’s requirements for how your research is documented and presented.   Throughout the meeting, check and clarify that you understand what the stakeholders are saying by applying listening and questioning techniques (such as asking a variety of questions, allowing others a chance to speak without interrupting, waiting before you reply, avoiding rhetorical questions and rephrasing what has been said). Also make sure you use vocabulary that is:   * specialised (use industry specific business terms that are associated with the specific task and with applied research such as outcomes, analysis, qualitative data). * appropriate to the context and audience (use appropriate greetings, thank the meeting attendees, and speak in a professional and respectful manner). |
| --- | --- |
|  | This meeting should take 20 minutes.  This meeting may take place with actual people who work for/are associated with your chosen business. Alternatively, classmates or your assessor may play the role of one or more team members. This can either be viewed in person by your assessor or you may like to video record the session for your assessor to watch later. Your assessor can provide you with more details at this step. Make sure you follow the instructions above and meet the timeframes allocated. If this session is not viewed in person by your assessor, you will attach proof of the meeting to *Section 1* of your *Project Portfolio.* |
| Person eating | After your meeting, summarise the meeting outcomes in your *Project Portfolio.* |
|  | Answer question 4 in your *Project Portfolio.* |

1. Summarise further research requirements, resources and tools.

| Person eating | Summarise applied research requirements including:   * legislation, regulations and codes of practice * your organisation’s policies and procedures * tools and resources to assist. |
| --- | --- |
|  | Answer questions 5 to 7 in your *Project Portfolio.* |

1. Research and evaluate applied research theories, methods, techniques and/or tools.

| Person eating | Do research to identify and evaluate theories, methods, techniques and/or tools to collect data, analyse data and maintain data integrity.  Do research on:   * applied theories and methods of research * techniques that may be used for data collection and analysis * methods/techniques for maintaining data.   Evaluate your research findings to choose the best methods, tools and techniques. |
| --- | --- |
|  | Answer question 8 in your *Project Portfolio.*  Access at least three sources of written information as you do your research. |

1. Identify technology and technology services that may be used to support your data collection and analysis.

| Person eating | Identify at least one form of technology and one technology service that may be used as part of your data collection and analysis processes. Explain how they will support data collection and analysis. |
| --- | --- |
|  | Answer question 9 in your *Project Portfolio*. |

1. Plan your research in detail.

| Person eating | First, prepare a research strategy that considers the available tools and resources and the methods you selected in step 6. Analyse the limitations of your research, including the factors which may affect the reliability and validity of your data and prepare a research proposal or plan. |
| --- | --- |
|  | Answer questions 10 to 12 in your *Project Portfolio*. |
| Document | Make sure you have answered all questions in Section 1. Submit to your assessor for review.  You are also required to attach certain documents as part of your evidence – review the documents you need to attach as outlined in *Section 1* of the *Project Portfolio* and make sure you attach these when you submit this section.  You will use the work done in this section of the *Portfolio* to collect and analyse data for your research task. |

| Complete *Section 2* of your *Project Portfolio*. Steps 9 to 10 form part of *Section 2*. |
| --- |

1. Collect the data, as planned.

| Person eating | Use technology and technology services to collect data for your research task.  Also access any other sources of information (or relevant contributors) to your planned research. |
| --- | --- |
|  | Answer questions 1 and 2 in your *Project Portfolio*. |

1. Analyse and assess your data, as planned.

| Person eating | To do this, you need to:   * analyse your data to identify and describe trends, changes, or patterns evident from your analysis. * assess your research findings to establish the impact of the research on the organisation and stakeholders. * confirm the integrity of your collected data and analysis including the effectiveness of your research strategy and. |
| --- | --- |
|  | Answer questions 3 to 5 in your *Project Portfolio*. |

| Complete *Section 3* of your *Project Portfolio*. Step 11 forms part of *Section 3*. |
| --- |

1. Document and present your research findings.

| Person eating | Document and present your research findings in a manner consistent with the stakeholder requirements. |
| --- | --- |
|  | Answer question 1 of your *Project Portfolio.* |

1. Submit your completed *Project Portfolio.*

| Document | Make sure you have completed all sections of your *Project Portfolio*, answered all questions, provided enough detail as indicated and proofread for spelling and grammar as necessary. Remember to submit all necessary attachments as indicated. |
| --- | --- |

**Assessment Task 2: Checklist**

| Student’s name: | | | | | |
| --- | --- | --- | --- | --- | --- |
| Did the student: | | Completed successfully? | | | Comments |
| Yes | No | |  |
| Explain their research context by:   * listing at least three objectives/goals of the organisation * describing their role in the organisation * explaining how their research task is relevant to the strategic practices and outcomes of the organisation and how it will help their organisation to achieve improved organisational outcomes * describing their research task, including purpose, hypothesis, target group’s profile and needs, context (the cultural, social, geographical, or institutional factors) and data requirements? | |  |  | |  |
| Meet with at least one relevant stakeholder to:   * discuss what will be researched, the purpose of the research, why they are doing the research, how will it help the organisation, when the research will be done, how they will document and present research * determine the stakeholder’s requirements for how their research is documented and presented * demonstrate effective oral communication skills including:   + applying listening and questioning techniques   + using industry specific business terms that are associated with the specific task and with applied research   + using language appropriate to the context and audience? | |  |  | |  |
| Summarise the legislative requirements (legislation, regulations, and codes of practice) for conducting applied research, research ethics and their specific research project? | |  |  | |  |
| Summarise their organisation’s policies and procedures which apply to applied research, the specific research task and research ethics? | |  |  | |  |
| Summarise tools and resources available that may be used to assist with their applied research task? | |  |  | |  |
| First, access at least three sources of written information to research:   * at least two applied research theories * at least three methods/tools/techniques that may be used for collecting data * at least two methods/techniques/tools for analysing data * at least one method/technique/tool for maintaining data integrity.   Then, evaluate their research to choose the best methods, tools, and techniques for the research task? | |  |  | |  |
| Identify technology and technology services to support data collection and analysis (including at least one form of technology and one technology service) and explain how they support data collection and data analysis? | |  |  | |  |
| Develop a research strategy (taking available tools and resources into account as well as the selected methods)? | |  |  | |  |
| Analyse the limitations of their research by:   * stating the number of samples they intend to base their research on * explaining how they determined the sample size * explaining whether it is a valid sample size for the planned project * describing how reliable the results of the research should be, given the intended sample size * describe how the research results will prove (or disprove) their original hypothesis * summarising any limitations that the research design could have on the validity of the results * describing how the integrity of the data collected and analysis tools used will optimise the relevance of the research? | |  |  | |  |
| Prepare a research proposal or plan using industry specific and relevant terms to communicate detailed and complex information, requirements and recommendations including:   * a description of their research task (purpose, hypothesis, context) * organisation and legislative considerations (policies and procedures, legislation and codes of conduct) * a full description of the data collection and analysis methods, theories, tools and techniques to be used * the technology and technology services that will be used to support data collection * the number of samples that they intend to base your research on * how reliable the results of the research should be, given the intended sample size * limitations to their proposed research strategy, including the reliability and validity of the data? | |  |  | |  |
| Use at least one form of technology and one technology service to collect data for their research task and then summarise the data? | |  |  | |  |
| Access at least one other source of information relevant to the research task and summarise the data/information? | |  |  | |  |
| Use the predetermined methods/tools/techniques to statistically analyse the data to identify and describe trends, changes or patterns? | |  |  | |  |
| Assess their research findings to establish the impact of the research on the organisation and stakeholder requirements? | |  |  | |  |
| Use mathematical information to confirm the integrity of their data, including:   * the population/sample size and how it compares to the planned sample size * a review of data for accuracy and completeness * analysis of whether any data shows opposing or conflicting information * how their chosen tools are suitable for the intended purpose * whether the findings are complete (hypothesis/purpose is fully addressed) * how legal requirements have been adhered to * how effective the research strategy was * further research requirements and approach? | |  |  | |  |
| Documenting and presenting research:   * in a manner consistent with the stakeholder requirements * including:   + research summary (purpose, hypothesis, findings, surprising/important/outlying results)   + methods used (how they carried out the research, collected data and performed an analysis)   + results obtained (recorded in an appropriate format)   + trends, changes or patterns   + relevance and impact of results on the organisation and stakeholders   + accuracy of data and analysis   + further research required (including the approach to be taken) * using industry specific and relevant terms to communicate the information, requirements and recommendations? | |  |  | |  |
| Task outcome: | * Satisfactory | | | * Not satisfactory | |
| Assessor signature: |  | | | | |
| Assessor name: |  | | | | |
| Date: |  | | | | |

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| Student name: |  |
| --- | --- |
| Assessor name: |  |
| Date |  |

**Final assessment results**

| Task | Type | Result | | |
| --- | --- | --- | --- | --- |
| Satisfactory | Unsatisfactory | Did not submit |
| Assessment Task 1 | Knowledge questions | S | U | DNS |
| Assessment Task 2 | Project | S | U | DNS |
| Overall unit results |  | C | NYC |  |

**Feedback**

* My performance in this unit has been discussed and explained to me.
* I would like to appeal this assessment decision.

Student signature: Date:

* I hereby certify that this student has been assessed by me and that the assessment has been carried out according to the required assessment procedures.

Assessor signature: Date: