Student Assessment Tasks

BSBINS601 Manage knowledge and information



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|  | Introduction |

The assessment tasks for *BSBINS601 Manage knowledge and information* 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

*BSBINS601 Manage knowledge and information* describes the skills and knowledge required to develop and maintain information and data systems to support decision making, and to optimise the use of knowledge and learning throughout the organisation.

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.

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|  | Assessment Task 1: Knowledge questions |

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.

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| **i** | **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 at least two types of existing technology that can be used in knowledge and information management.
2. Describe an emerging technology that can be used in knowledge and information management.
3. Explain all of the following methods of analysis and their relevance to decision making.

* correlation calculations
* short to medium-term term and long-term trend analyses
* probability assessment
* regulation analyses
* dynamic programming
* linear programming
* queuing theory
* simulation

1. Outline three key features of management information systems and decision support systems.
2. Explain how risk management plans can be used in making decisions about actions to be taken for a business.

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|  | 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* (if you need a case study)
* *Information Requirements Template*
* *Forecast Spreadsheet template*
* if using your own business:
  + business documentation to determine organisational goals (e.g. Business Plan)
  + business performance data
  + staff and customer feedback
  + stakeholders who are willing to participate in a meeting to be viewed by your assessor.

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.

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| **i** | **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:

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| Atom | This project requires you to manage knowledge and information in an organisation to support decision-making for a specific purpose. This may either be related to a specific work area or for the business as a whole. To do this you will:   * review and analyse existing business information * determine knowledge and information management requirements * seek stakeholder and specialist input * make informed decisions * design and maintain a knowledge and information management system. |
|  | 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 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! |
|  | You will be collecting evidence for this unit in a *Project Portfolio*. The steps you need to take are outlined below. It is important that you are able to access enough information for your chosen business in order to be able to do your assessment.  If you are basing this assessment on the case study, the information you need to complete this project is contained in the *Simulation Pack*. You will be collecting, analysing and distributing information regarding business expansion and making a decision on whether to go ahead or not.  If you are basing this assessment on your own business, make sure you have access to sufficient information to complete the assessment steps (as described in the blue boxes throughout the instructions below). Also identify the purpose for managing information (e.g. business expansion, strategic planning, sale of a business etc.) as well as the decisions that will be made based on your analysis. Before you continue, have your business or case study approved by your assessor.  Make sure you are familiar with the organisation you are basing this assessment on and have read through the necessary background information.  Complete *Page 4* of your *Project Portfolio* for this unit.  Read through the requirements of *Section 1, 2 and 3* of your *Project Portfolio*. |
| Start working on Section 1 of your *Project Portfolio*. Steps 2 to 7 form part of Section 1.  If you are basing this assessment on the case study, refer to the *Simulation Pack* for required information.  If you are basing this assessment on a business of your own choice, make sure you have access to:   * Business documentation to determine organisational goals (e.g. Business Plan) * Business performance data * Staff and customer feedback | |

1. Review existing business information.

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| Person eating | First, use existing business documentation (e.g. strategic plan, business plan, policies and procedures) to identify organisational goals, objectives, values and standards.  Also identify other information relevant to collecting and analysing data (such as documentation and analysis requirements).  Summarise legislation, regulations, standards and codes relevant to managing knowledge and information for your organisation or work area. |
| **i** | You may use the following links to access various Information Management legislative, regulatory and standard requirements:  <https://www.naa.gov.au/information-management/information-management-legislation>  <https://www.naa.gov.au/information-management/information-management-standards/information-management-standard-australian-government>  <https://miktysh.com.au/australian-records-management-standards-policies/>  <https://www.business.qld.gov.au/running-business/finances-cash-flow/records/requirements> |
| Person eating | Review existing customer and staff feedback and any other business performance data (such as financial or sales data) relevant to your purpose for collecting and analysing data. Identify any contradictory or ambiguous data and discard it (all other data should be reliable and valid).  Use the information you’ve summarised and reviewed to identify, define and analyse business issues.  Identify any further required information (and its sources) to support decision-making and document the requirements by following organisational requirements.  Follow the organisational requirements to set clear, relevant and consistent objectives for analysing the information. |
| **i** | Make sure your information sources are reliable and relevant. Attach proof of your information sources (e.g. internet websites, strategic plan, policies and procedures, surveys etc.).  Your information must include numerical and/or financial information.  To help you understand the information, make notes on the documentation (either by hand or using review functionality) and highlight any relevant sections.  If you are basing this assessment on the case study:   * you will need to review the:   + Business Plan   + Financial Policy and Procedures   + Financial Data   + Profits and Loss Statements for the previous three years.   + Staff Survey Results   + Student Feedback * identify required information that may be sourced from stakeholder consultation (you will collect the required information in step 8) * organisational requirements specify that a spreadsheet should be used to document information requirements (use *Information Requirements* *Template*).   If you are basing this assessment on your own business, and the information required is to be collected from a source other than a stakeholder, collect the information and attach it to your portfolio as proof. If your organisation does not have specific documentation requirements for required information, use the *Information Requirements* *Template* relevant to the case study business. |

1. Analyse business information.

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| Person eating | Before you begin, determine your approach to:   * analysing information and knowledge * drawing conclusions. |
| **i** | Make sure you follow organisational requirements to identify and interpret patterns and emerging trends. You must perform numerical calculations on the information so that it is useable and can be reported on. You are also required to perform statistical analysis and sensitivity analysis where relevant. |
| Person eating | Use your planned approach to analyse the information you summarised in Section 1 of the *Project Portfolio* (and collected from stakeholders in Section 2). |
| **i** | If you are basing this assessment on the case study, you must   * analyse trends * use the *Forecast Spreadsheet* to perform a financial forecast for the business expansion * perform sensitivity analysis on what-if scenarios for the expansion project. |

1. Write a briefing report to inform decision-making.

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| Person eating | Represent the work you’ve done in this assessment so far in a written report to support decision-making (for decisions associated with the purpose of your specific information and knowledge management project). Your report should include:   * Brief description of the purpose of the report (and information and knowledge management project) * Summary of business performance information available * Approach to analysis and drawing of conclusions * Objectives for information analysis * Analysis of information |
| **i** | You are required to develop your own report (no template is provided). You must show your ability to write in a professional and business-like manner, choosing appropriate conventions and styles to convey your message. You will be assessed on this. |

1. Plan for knowledge and information management.

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| Person eating | To do this, first research new technologies available that may be used for information and knowledge management. Then, identify suitable options for storing and accessing information for your specific knowledge and information management purpose.  Also, design a proposed folder structure to use in your information and knowledge management system. |
| **i** | The information and knowledge management systems must be current, accurate and relevant. They should be based on digital technology and support the security of information.  Also save your Knowledge and Information Management Plan in a separate document (to be saved in the Knowledge and Information System as part of step 13 and distributed to stakeholders in step 8). |

1. Plan for communication.

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| Person eating | Develop a communication plan to communicate relevant information to stakeholders associated with your specific information management purpose. |
| **i** | Your communication plan must plan for communication once a decision has been made based on your analysis (e.g. communication required once the expansion project is approved).  It should include at least one new and innovative communication idea suitable to your organisation.  If you are basing this assessment on the case study:   * develop a communication plan to ensure that all stakeholders are made aware of the campus expansion and the new data storage system. * Ensure that the strategies you develop are designed to promote the benefits of change to staff and to reduce the likelihood of a negative response/adverse outcomes. * Your communication plan should also show the reporting process to senior management, which will be required on a regular basis. * The College’s customers (the students) should also be informed about the campus expansion.   If you are basing this assessment on your own business, you may use any template relevant to your business you may use the *template provided in* Section 1 of the *Project Portfolio.*  Also save your Communication Plan in a separate document (to be saved in the Knowledge and Information System as part of step 13 and distributed to stakeholders in step 8). |

1. Plan for risk management.

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| Person eating | Identify risks for your specific knowledge management purpose and provide mitigating activities that could be undertaken for each risk. |
| **i** | If you are basing this assessment on your own business, you may use any template relevant to your business you may use the *template provided in* Section 1 of the *Project Portfolio.*  Also save your Risk Management Plan in a separate document (to be saved in the Knowledge and Information System as part of step 13 and distributed to stakeholders in step 8). |
| Document | Make sure you have answered all questions in Section 1.  You are 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*.  Submit Section 1 to your assessor. |

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| Start working on Section 2 of your *Project Portfolio*. Steps 8 to 10 form part of Section 2.  If you are basing this assessment on the case study, refer to the *Simulation Pack* for required information. Your assessor will provide role-play participants for your stakeholder meeting.  If you are basing this assessment on a business of your own choice, make sure you have access to stakeholders who are willing to participate in a meeting to be viewed by your assessor. |

1. Consult with stakeholders to collect and review business information.

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| Person eating | Prior to the meeting, distribute your Briefing Report, Information and Knowledge Management Plan, Communication Plan and Risk Management Plan to stakeholders following organisational requirements. |
| **i** | If you are basing this assessment on the case study, you are required to draft an email to the CEO and learning consultant (assuming that the report and plans are attached) to distribute the necessary information to them.  Make sure you choose appropriate conventions and protocols and adjust your language and style to suit the audience (e.g. formal to senior management, professional but friendly to consultants etc.). |
| Chat | Meet with at least one stakeholder (e.g. CEO) and one specialist (e.g. a learning consultant) to:   * explain the purpose for why you require information (e.g. business expansion project) * explain the information you’ve reviewed to date (in step 2) * confirm that the information you’ve reviewed is reliable and valid * confirm your objectives for information analysis * collect any outstanding information from the stakeholder (as identified and documented in step 2) * confirm that the analysis is sufficient to support decision-making * determine stakeholder requirements for an information and knowledge management system (e.g. ask them to approve your proposed folder structure established in step 5) * choose the best information and knowledge management system (from the options established in step 5) confirming it is current, relevant, accurate * discuss your communication plan to identify whether any adjustments are required * demonstrate effective communication skills including:   + speaking clearly and concisely to convey information   + using terminology appropriate for your organisation and information and knowledge management   + presenting information in a professional and business-like manner   + asking and responding to questions as you discuss information and seek input   + allowing others the chance to contribute to the discussion   + listening and consider what other say. |
| **i** | This meeting should take 20 minutes. It may take place with actual people who work for/are associated with your chosen organisation. 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 below 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 2 of your Project Portfolio. |

1. Make decisions.

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| Person eating | Use the outcomes of your meeting together with your information analysis (from step 3) to make the necessary decisions (as identified at the start of this assessment task – Page 4 of the *Project Portfolio*).  Show how your decision supports and aligns to the organisational objectives, values and standards. |

1. Adjust your communication plan (as per meeting outcomes).

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| Person eating | After your meeting, adjust your communication plan (if required) to accommodate the stakeholder requirements. |
| Document | Make sure you have answered all questions in Section 2.  You are required to attach certain documents as part of your evidence – review the documents you need to attach as outlined in Section 2 of the Project Portfolio.  Submit Section 2 to your assessor. |
| |  | | --- | | Start working on Section 3 of your *Project Portfolio*. Steps 11 to 13 form part of Section 3. | | |

1. Set up the approved knowledge and information management system.

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| Person eating | Design the approved knowledge and information management system to suit the purpose for information management. |
| **i** | Use the folder structure approved by the stakeholders in step 8.  If you are basing this assessment on the case study, open a new, free Dropbox account, following the instructions as set out on the Dropbox website and set up the folder structure. |
| Person eating | Test your system. |
| **i** | You may test your specific system in any suitable way as long as the test shows the system is able to be accessed and used by stakeholders.  For example:   * If you are using Dropbox, send an invitation to a stakeholder to join your Dropbox account. Also draft an email explaining the invitation and requesting that the stakeholder confirms that the system is working. * If you are using another system, take a series of screen shots/photos of you and other stakeholders accessing the system. |

1. Support information security.

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| Person eating | Use the internet to see what other, similar, companies have developed for their information management.  Then write a policy and procedures that address information management including information security, confidentiality and privacy. |
| **i** | If you are basing this assessment on the case study:   * Security will include the use of passwords. * One of the King Edward VII College Administration Assistants has prepared an *Information Management Policy and Procedures Template* that includes some information from the company’s Style Guide. Use this to guide your work in this activity. |

1. Maintain knowledge the Knowledge and Information Management System.

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| Person eating | Save all relevant documents in the correct locations in your Knowledge and Management System. This includes:   * Briefing report * Knowledge and Information System Plan * Communication Plan (original and updated) * Risk Management plan |
| **i** | Take a screen shot of the saved documents for proof. |

1. Submit your completed Project Portfolio.

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| 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. |