

<b>Training Package</b>	Tourism, Hospitality and Events (SIT07)/Business Services (BSB07)	<b>HSC Requirements and Advice</b>
<b>Unit code</b>	<b>Unit title</b>	<b>HSC Indicative Hours</b>
<b>BSBRES401A</b>	<b>Analyse and present research information</b>	<b>15</b>

<b>Unit descriptor</b>	This unit describes the performance outcomes, skills and knowledge required to gather, organise and present workplace information using available systems. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
<b>Competency field</b>	Knowledge Management – Research
<b>Application of the unit</b>	This unit applies to individuals who are required to apply their broad knowledge of the work environment to analysis and research tasks. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.
<b>Employability skills</b>	This unit contains employability skills.

### Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<b>Context of and specific resources for assessment</b>	<b>Method of assessment</b>	<b>Gather information for assessment</b>
<p>Evidence of the following is <u>essential</u>:</p> <ul style="list-style-type: none"> <li>presenting information and data</li> <li>maintaining and handling data and documents systematically</li> <li>analysing and interpreting data to support organisational activities</li> <li>knowledge of research processes and strategies to identify new sources of information.</li> </ul>	<p>Assessment <u>must</u> ensure:</p> <ul style="list-style-type: none"> <li>access to an actual workplace or simulated environment</li> <li>access to office equipment and resources</li> <li>examples of research tasks and resources.</li> </ul>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</li> <li>analysis of responses to case studies and scenarios</li> <li>demonstration of techniques</li> <li>observation of presentations</li> <li>review of documentation outlining recommendations and issues</li> <li>review of reports outlining research findings.</li> </ul>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> <li>general administration units</li> <li>IT use units</li> <li>Governance units.</li> </ul>

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- literacy skills to read, write and understand a variety of texts; and to edit and proofread documents to ensure clarity of meaning, accuracy and consistency of information
- problem-solving skills to deal with information which is contradictory, ambiguous, inconsistent or inadequate
- technology skills to select and use technology appropriate to a task
- research skills to identify and access information.

### Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - occupational health and safety (OHS)
- organisational record keeping/filing systems, security procedures and safe recording practices
- organisational policies and procedures relating to distribution of workplace information, and legal and ethical obligations
- research processes and strategies to identify new sources (online and print) of information and to use them most efficiently and effectively.

Element	Performance Criteria	Range Statement
1 Gather and organise information	1.1 Gather and organise <i>information</i> in a format suitable for analysis, interpretation and dissemination in accordance with <i>organisational requirements</i> .	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <b><i>Bold italicised</i></b> wording, if used in the performance criteria, is detailed below.</p> <p>Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p> <p><b><i>Information</i></b> may include:</p> <ul style="list-style-type: none"> <li>• demographic data</li> <li>• service delivery records</li> <li>• computer databases (library catalogue, customer records, subscription database, internet)</li> <li>• computer files (letters, memos and other documents)</li> <li>• correspondence (faxes, memos, letters, email)</li> <li>• financial figures</li> <li>• forms (insurance forms, membership forms)</li> <li>• information on training needs</li> <li>• invoices (from suppliers, to debtors)</li> <li>• marketing reports/plans/budgets</li> <li>• personnel records (personal details, salary rates)</li> <li>• production targets</li> <li>• sales records (monthly forecasts, targets achieved).</li> </ul> <p><b><i>Organisational requirements</i></b> may include:</p> <ul style="list-style-type: none"> <li>• anti-discrimination and related policy</li> <li>• business and performance plans</li> <li>• Code of Conduct/Code of Ethics</li> <li>• defined resource parameters</li> <li>• ethical standards</li> <li>• goals, objectives, plans, systems and processes</li> <li>• information protocols</li> <li>• legal and organisational policies, guidelines and requirements</li> <li>• management and accountability channels</li> <li>• OHS policies, procedures and programs</li> <li>• procedures for updating records</li> <li>• quality assurance and/or procedures manuals</li> <li>• security and confidentiality requirements.</li> </ul>

Element	Performance Criteria	Range Statement
	1.2 Access information held by the organisation ensuring accuracy and relevance in line with established organisational requirements.	
	1.3 Ensure that <i>methods of collecting information</i> are reliable and make efficient use of resources in accordance with organisational requirements.	<p><i>Methods of collecting information</i> may include:</p> <ul style="list-style-type: none"> <li>• checking research provided by others</li> <li>• checking written material including referrals and client files</li> <li>• individual research</li> <li>• information from other organisations</li> <li>• interviews with community members, colleagues/customers</li> <li>• observation and listening</li> <li>• previous file records</li> <li>• questioning (in person or indirect)</li> <li>• recruitment applications and other forms.</li> </ul>
	1.4 Identify research requirements for combining online research with non-electronic sources of information.	
	1.5 Use <i>business technology</i> to access, organise and monitor information in accordance with organisational requirements.	<p><i>Business technology</i> may include:</p> <ul style="list-style-type: none"> <li>• answering machine</li> <li>• computer</li> <li>• fax machine</li> <li>• photocopier</li> <li>• telephone.</li> </ul>
	1.6 Update, modify, maintain and store information, in accordance with organisational requirements.	
2 Research and analyse information	2.1 Clearly define <i>objectives of research</i> ensuring consistency with organisational requirements.	<p><i>Objectives of research</i> may include:</p> <ul style="list-style-type: none"> <li>• comparative analysis</li> <li>• hypothesis testing</li> <li>• identification of trends</li> <li>• industry pricing policies</li> <li>• process mapping</li> <li>• situational diagnosis.</li> </ul>
	2.2 Ensure that data and <i>research strategies</i> used are valid and relevant to the requirements of the research and make efficient use of available resources.	<p><i>Research strategies</i> may include:</p> <ul style="list-style-type: none"> <li>• data analysis</li> <li>• documentation reviews</li> <li>• focus groups</li> <li>• interviewing colleagues and clients</li> </ul>

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		<ul style="list-style-type: none"> <li>• online searching</li> <li>• product sampling</li> <li>• subscription databases.</li> </ul>
	2.3 Identify <i>key words and phrases</i> for use as part of any online search strategy, including the use of <i>Boolean operators</i> and other search tools.	<p><i>Key words and phrases</i> may include:</p> <ul style="list-style-type: none"> <li>• American spellings when searching online</li> <li>• cultural or geographic terms</li> <li>• using different thesauri in different databases.</li> </ul> <p><i>Boolean operators</i> may include:</p> <ul style="list-style-type: none"> <li>• exclude - / NOT</li> <li>• include +/ AND</li> <li>• or</li> <li>• phrase searching " "( )</li> <li>• variations, depending on the resource being used.</li> </ul>
	2.4 Use reliable <i>methods of data analysis</i> that are suitable to research purposes.	<p><i>Methods of data analysis</i> may include:</p> <ul style="list-style-type: none"> <li>• data sampling</li> <li>• feedback on results</li> <li>• peer review</li> <li>• review of previous research</li> <li>• statistical analysis.</li> </ul>
	2.5 Ensure that assumptions and conclusions used in analyses are clear, justified, supported by evidence and consistent with research and <i>business objectives</i> .	<p><i>Business objectives</i> may include:</p> <ul style="list-style-type: none"> <li>• community capacity building</li> <li>• community development</li> <li>• service provision</li> <li>• business planning</li> <li>• financial performance</li> <li>• flexibility, responsiveness</li> <li>• interpersonal communication</li> <li>• marketing and customer service</li> <li>• organisational values and behaviours</li> <li>• people management</li> <li>• work procedures and quality assurance manuals.</li> </ul>
3 Present information	3.1 Present recommendations and issues in an appropriate format, style and structure using suitable business technology.	

Element	Performance Criteria	Range Statement
	3.2 Structure and format reports in a clear manner that conforms to organisational requirements.	
	3.3 Report and distribute research findings in accordance with organisational requirements.	
	3.4 Obtain <i>feedback</i> and comments on suitability and sufficiency of findings in accordance with organisational requirements.	<p><i>Feedback</i> may include:</p> <ul style="list-style-type: none"> <li>• audit documentation and reports</li> <li>• comments from community, board members, clients and colleagues</li> <li>• customer satisfaction questionnaires</li> <li>• quality assurance data</li> <li>• returned goods.</li> </ul>