



**Australian Government**

**Australian Public Service Commission**

# **Candidate Skills Recognition Booklet**

**PSP50104 Diploma of Government**

**PSPGOV504B: Undertake research  
and analysis**



**NATIONALLY RECOGNISED  
TRAINING**

**Candidate Name:  
Department/Agency:  
Telephone:  
Email:**

## Skills Recognition

This Booklet is designed for the recognition candidate to initially self-assess against each element within the unit of competency. It is, however, recommended that the supervisor is involved in supporting the Candidate through the assessment of their skills.

While this Booklet addresses each of these elements individually, they will be assessed together as a Unit of Competency or in conjunction with a number of Units.

This Booklet:

- ⇒ provides a framework to guide the Candidate in preparing a portfolio of evidence as a basis for recognition under the National Skills Framework for this Unit of Competency
- ⇒ breaks the unit down into its component elements and addresses these in order. While the recognition process itself will be more holistic, the Booklet allows Candidates to address each element either in isolation or in combination with other elements or Units
- ⇒ encourages the Candidate to identify evidence from within the workplace, if possible
- ⇒ contains a range statement that explains some of the terms in italics used in the Performance Criteria for each element
- ⇒ provides examples and optional work based activities; and
- ⇒ includes a third party report template and a feedback form.

Candidates should familiarise themselves with the information contained in the Candidates Information Guide that can be downloaded from the Australian Public Service Commission's website: <http://www.apsc.gov.au/rto/>

More information about the Unit of Competency contained in this booklet is available from the National Training Information Service. A link to the unit is included on page 3 of this booklet.

**Note: Evidence must be gathered over time in a range of contexts to ensure you can achieve the unit outcome and apply the competency in different situations and environments**

This Booklet can be downloaded from the Australian Public Service Commission website [www.apsc.gov.au/rto/](http://www.apsc.gov.au/rto/) and printed for completion by hand or electronic means. If there is insufficient space to record your input, please insert or attach additional pages. A completed copy of this booklet (with appropriate supporting evidence) can be submitted for recognition which can lead to the awarding of a nationally recognised Statement of Attainment or a Qualification from the Australian Public Service Commission.

## Undertake research and analysis

### Introduction

This is a core unit of competency in the PSP50104 Diploma of Government and covers research and analysis to develop advice and recommendations.

Being competent in this unit means being able to:

- ✓ *Identify and undertake research*
- ✓ *Analyse information and apply the results of analysis*
- ✓ *Maintain information systems*
- ✓ *Compile reports from information systems*

There are other related competencies in the key area of working in government and management that deal with information/knowledge management. If you feel this unit: **Undertake research and analysis** is not appropriate to your skill level, please consider one of the Units below as an alternative.

- PSPGOV406B Gather and analyse information
- PSPMNGT614A Facilitate knowledge management

### Useful links

Unit of Competency: PSPGOV504B Undertake research and analysis

<http://www.ntis.gov.au/Default.aspx?/trainingpackage/PSP04/unit/PSPGOV504B>

The National Training Information Service: <http://www.ntis.gov.au/>

The APSC Registered Training Organisation website: <http://www.apsc.gov.au/rto/>

### For further information

Please consult the Commission's Candidate Information Guide for additional information on the recognition process and how to initiate formal assessment and recognition by the Australian Public Service Commission.

## Information for supervisors

As a supervisor you play an important role in assisting the Candidate to develop their skills. By undertaking this recognition activity, the Candidate will be assessed against competencies developed by Government Skills Australia, the Industry Skills Council with responsibility for the public sector. By having their skills recognised, the Candidate is contributing to the identification of your organisation's intellectual capital.

As every organisation is different, you may be able to assist the Candidate identify the work requirements, work practices and knowledge relevant to your environment.

The Candidate is encouraged to complete the self-assessment checklist and identify appropriate evidence, which is then recorded in the 'supporting evidence list' section. Sample work-based activities have been included in the Booklet for the candidate who is unable to identify sufficient evidence to address each competency and needs to produce further evidence of their skills and knowledge. The sample activities in the Booklet could be modified by the candidate and their supervisor to better suit workplace requirements and needs.

## Third party reports

At the end of the booklet is a blank Third Party Report template. In some cases the candidate may require a corroborating statement from a third party. Supervisors, or other third parties, can complete these reports, where appropriate, which Candidates can add to their portfolio of evidence.

On completing their portfolio of evidence, Candidates can submit it to the Australian Public Service Commission for recognition, which can contribute to the awarding of a Diploma of Government.

## Benefits for Supervisors

The self assessment process will enable you and your staff to identify current skill levels and assists you in determining if your staff are ready to undertake recognition or whether they may require additional training and/or development. Formal training can be an expensive option, especially if the Candidate can already demonstrate their existing skills and have them recognised.

Additionally, the assistance you provide the Candidate can be used as evidence for recognition of your skills against the *PSPGOV416A Monitor performance and provide feedback* and *PSPGOV510A Undertake and promote career management units of competency*.

## Further information

If you have any questions, you can contact the National Recognition Coordinator on 02 6202 3787 or email your query to [rto@apsc.gov.au](mailto:rto@apsc.gov.au).

## Feedback

Finally, a feedback form template is included at the end of this Booklet. As we seek to continuously improve our processes, procedures and resource materials, we would appreciate your feedback as a supervisor. You can use a copy this template to detail your comments. If you provide feedback, consider keeping a copy of your submission as it supports *PSPGOV405B Provide Input to change processes*.

## 1 Identify and undertake research

This element requires:

- Information needs are defined based on work objectives and client and organisation requirements
- Potential ***sources of information*** and the ***format*** in which they are presented are evaluated and selected in line with the purpose and audience for the research
- ***Strategies*** are developed to acquire required information in accordance with ***legislation, policy and procedures***
- Information is researched in a timely and thorough way and within resource allocation
- Quantity, quality and relevance of initial search results are assessed and gaps filled using the same or adjusted research strategies
- The methods and outcomes of research, and the criteria used to make information decisions and choices are clearly communicated

Text in *italics* is explained in the Range Statement on page 15 of the Booklet.



### Self assessment

Answering the following questions will help you assess the level of your current skills and help you identify appropriate evidence for your portfolio.

Ask yourself the following questions and indicate your response accordingly.	Yes	No	?	If you answer <b>Yes</b> , list examples of evidence you can provide
Do I define information needs based on work objectives and client organisation requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I evaluate and select potential <i>sources of information</i> based on <i>format</i> and the way in which they are presented in line with the purpose and audience for the research?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I develop strategies to acquire required information in accordance with <i>legislation, policy and procedures</i> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I research information in a timely and thorough way within resource allocations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I assess the quantity, quality and relevance of initial search results and fill identified gaps using the same or adjusted research strategies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I clearly communicate the methods and outcomes of research and the criteria used to make decisions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



## Examples of evidence

The following list may provide guidance in identifying suitable evidence of your knowledge and skills.

Include two of the following items in your portfolio.

- A summary of:
  - a recent task where it was necessary to undertake research
  - the sources used to acquire the information (be specific – give website details, document titles, indicate the types of records/files etc)
  - the legislation and organisational protocols you followed in accessing the material
  - your research results.
- A 3 – 5 page submission or proposal you've written containing clear evidence of research. The document should acknowledge the sources consulted.
- Copies of a progress report describing the research you have undertaken as part of a major work project. If the report was part of a team effort, attach a letter from other team members verifying that you were actively engaged in the research and gathered the information in accordance with organisational guidelines.
- A copy of a workplace audit you either undertook or directed. Explain your role in the process, the strategies adopted to collect the information and results. (If the audit also contains an analysis, findings and recommendations, you should submit this document in its entirety as it should address all four elements).
- A short report you've written or a presentation you've given to your work team demonstrating research on a specific issue eg
  - the nature of client complaints over the past 12 months compared with the previous year
  - details of training courses relevant to your work team's specific needs
  - the range of computer programs that could meet your work group's specific recording and reporting requirements (eg medical or engineering software).



## Confirm self-assessment with supervisor

Discuss your self assessment with your supervisor or other support person. If you have answered **Yes** to a question you should be able to identify potential examples of evidence to support this. List details of the evidence that you can enclose in a portfolio to submit with this booklet.

Reference number	Details of documents or other evidence that demonstrates your knowledge, skills and abilities.

If you have answered **No** to any of the above questions, or are unsure, or have been unable to identify sufficient suitable evidence, you could consider whether training, a work based activity or some other form of development would assist you in developing these skills.

The following work-based activity may assist in generating evidence for inclusion above.



**Work-based activity:** Identify and undertake research

Research the employment history of your organisation with regards the numbers of employees at the end of each financial year and document your findings. Examples should be over an extended time frame – say 5 years minimum and could include information by APS level, gender or some other demographic.



**Activity checklist**

What is the purpose, scope (range/extent) and nature of the proposed research activity?	
What sources of information will you use in collecting?	
What have you chosen these sources as opposed to others?	
How will you, or what process will you use to, collect this information? What criteria will you use?	
What is your timeframe for collecting this information? What resources will be required?	
To whom will you communicate the findings of your research?	
How do you propose to communicate your research findings?	

## 2 Analyse information and apply the results of analysis

This element requires:

- Information from various sources is examined, compared and evaluated for **content**, structure and logic
- Analytical techniques and processes are selected in line with defined objectives
- Information is collated, consolidated and **analysed** and outcomes are advised to senior staff in accordance with organisational policy and procedures
- Facts, issues, patterns, interrelationships and trends are identified through analysis in accordance with research aims
- Agreed project timelines are met, and the defined standards of the organisation are met for all work



### Self assessment

Answering the following questions will help you assess the level of your current skills and help you identify appropriate evidence for your portfolio.

Ask yourself the following questions and indicate your response accordingly.	Yes	No	?	If you answer <b>Yes</b> , list examples of evidence you can provide
Do I examine, compare and evaluate information from various sources for content, structure and logic?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I select analytical processes and techniques in line with defined objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I collate, consolidate and analyse information and advise senior staff of outcomes in accordance with organisational policies and procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Through analysis, do I identify facts, issues, patterns, interrelationships and trends in accordance with research aims?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I meet agreed project timelines and defined organisation standards for all work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



### Examples of evidence

Include two of the following items in your portfolio

- Copies of PowerPoint slides or handouts distributed to your work team

summarising research you've undertaken on behalf of the team or division and analysing the results.

- A short report or proposal analysing and evaluating information from a range of sources before presenting clearly stated findings or recommendations.
- A testimonial from your line manager acknowledging your skills in information analysis and providing specific examples of where/when this has occurred. The testimonial should acknowledge your ability to meet timelines.
- Minutes of one or more meetings where you have presented an analysis of specific information requested by the team. The minutes should acknowledge the fact that the analysis was presented within set timelines and meets the group's requirements.



### Confirm self-assessment with supervisor

Discuss your self assessment with your supervisor or other support person. If you have answered **Yes** to a question you should be able to identify potential examples of evidence to support this. List details of the evidence that you can enclose in a portfolio to submit with this Booklet.

Reference number	Details of documents or other evidence that demonstrates your knowledge, skills and abilities.

If you have answered **No** to any of the above questions, or are unsure, or have been unable to identify sufficient suitable evidence, you could consider whether training, a work based activity or some other form of development would assist you in developing these skills.

The following work-based activity may assist in generating evidence for inclusion above.



### Work-based activity: Analyse information and apply the results of analysis

Based on the information obtained above or another research activity, undertake an analysis of the information collected to identify patterns or trends, reasons for change or non change and forecast what might happen based on your analysis and document your findings. Apply the results of this analysis by ensuring that they are communicated appropriately within the organisation. Answering the following questions may assist you in undertaking this activity.



### Activity checklist

What is your agreed timeframe for undertaking this activity?	
What information sources were used in producing the report?	
How was this information examined and compared?	
What analytical techniques did you use?	

What facts, issues, patterns, inter- relationships and/or trends were identified?	
How were these findings advised to senior staff?	Confirmation: Supervisor's Signature: ..... Date:

### 3 Maintain information systems

This element requires:

- **Information systems** are maintained, validated and reconciled so that data and system integrity are assured
- A range of standard and complex information systems and applications is maintained in accordance with organisation standards
- Information systems are reviewed and updated as necessary

#### Self assessment

Answering the following questions will help you assess the level of your current skills and help you identify appropriate evidence for your portfolio.

Ask yourself the following questions and indicate your response accordingly.	Yes	No	?	If you answer <b>Yes</b> , list examples of evidence you can provide
Do you maintain, validate and reconcile information systems so that data and system integrity are assured?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do you maintain a range of complex information systems and applications in line with organisation standards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do you update and review information systems as necessary?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

#### Examples of evidence

Include one of the following items in your portfolio.

- A description of how and when information systems used by the workgroup or division are maintained to ensure currency. Explain your role in the process.
- Minutes of meetings acknowledging your role in ensuring information systems are maintained, reviewed and updated



### Confirm self-assessment with supervisor

Discuss your self assessment with your supervisor or other support person. If you have answered **Yes** to a question you should be able to identify potential examples of evidence to support this. List details of the evidence that you can enclose in a portfolio to submit with this Booklet.

Reference number	Details of documents or other evidence that demonstrates your knowledge, skills and abilities.

If you have answered **No** to any of the above questions, or are unsure, or have been unable to identify sufficient suitable evidence, you could consider whether training, a work based activity or some other form of development would assist you in developing these skills.

The following work-based activity may assist in generating evidence for inclusion above.



### Work-based activity: Maintain information systems

Present an argument or point of view prepared in accordance with the first work-based activity in this Booklet. Complete the following activity checklist after your presentation.

What information systems are present in your organisation?

Personal :
Work unit :
Branch / Group :
Region :
Organisation wide :

Which of these do you?

Contribute to:
Input to:
Modify:
Maintain:

### Work-based activity: Maintain an information system

The following suggestion for a work-based activity may be of use in demonstrating your ability to meet the competency requirements of this unit. **These activities provide options that can form a basis of discussion between Candidate and Supervisor. These activities can be adjusted to better reflect workplace needs.**

Undertake a review of your work unit's (or other organisational) Induction information for 'new starters'. Validate the information contained and update if required. Answering the following questions may assist you in undertaking this activity.

**Activity checklist**

Describe the information system you reviewed, e.g. its scope and how it is used in the organisation?	
What activities did you undertake to ensure data integrity?	
In your review, what changes did you identify as being required?	
How and to whom did you communicate the findings of your review?	
What subsequent activities were undertaken?	

**4 Compiling reports from information systems**

This element requires:

- The findings from analysing information are used to meet **client/organisational needs** and organisation standards
- Content of reports is determined and organised in a manner that supports the purposes and format of the organisation and audience
- Reporting of results is sequenced logically, is concise and clear, and includes predictions, assumptions and constraints where relevant.

 **Self assessment**

Answering the following questions will help you assess the level of your current skills and help you identify appropriate evidence for your portfolio.

Ask yourself the following questions and indicate your response accordingly.	Yes	No	?	If you answer <b>Yes</b> , list examples of evidence you can provide
Do you use the findings from analysing information to meet client/organisation needs and organisation standards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do you determine the content and organisation of reports in a manner that supports the purpose of the organisation and audience?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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Do you report results that are sequenced logically, concise and clear, and include predictions, assumptions and constraints where relevant?

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### Examples of evidence

- A copy of your professional development goals with regard to your communication skills. This document should outline strategies for improvement, proposed timelines and should be signed by your line manager.

Provide a brief explanation of the feedback you received that led to the creation of these particular goals.

- A description of strategies you have used to evaluate your communication effectiveness. Summarise the feedback you have received and explain how this has influenced your behaviour. Provide two examples of where/how you have incorporated this feedback into your more recent presentations/group communications.



### Confirm self-assessment with supervisor

Discuss your self assessment with your supervisor or other support person. If you have answered **Yes** to a question you should be able to identify potential examples of evidence to support this. List details of the evidence that you can enclose in a portfolio to submit with this booklet.

Reference number	Details of documents or other evidence that demonstrates your knowledge, skills and abilities.

If you have answered **No** to any of the above questions, or are unsure, or have been unable to identify sufficient suitable evidence, you could consider whether training, a work based activity or some other form of development would assist you in developing these skills.

The following work-based activity may assist in generating evidence for inclusion above.



### Work-based activity: Compiling reports from information systems

Obtain feedback on your performance during the above discussion from a participant or observer and consider the following activity questions.



### Activity checklist


What were the findings of your activity?	
How were your findings organised and formatted?	
To whom were these findings communicated?	
In what format were these findings to be presented?	
Was your report: <ul style="list-style-type: none"> <li>- logically sequenced?</li> <li>- was it clear and concise?</li> <li>- did it include predictions, assumptions or identify issues where relevant?</li> </ul>	

## Range statement

The following information is taken from the Unit of Competency as outlined in the Public Sector Training Package (PSP04).

The range statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The range statement also provides a focus for assessment. It relates to the unit as a whole. Text in italics in the Performance Criteria is explained here.

<i>Sources of information may include</i>	<ul style="list-style-type: none"><li>• organisation materials</li><li>• client information</li><li>• market trends</li><li>• registries and file records</li><li>• library materials</li><li>• financial records</li><li>• statistical information</li><li>• personnel/human resource records</li><li>• asset records</li><li>• legislation</li><li>• policies.</li></ul>
<i>Information format may include</i>	<ul style="list-style-type: none"><li>• multimedia</li><li>• database</li><li>• web site</li><li>• dataset</li><li>• audio/visual</li><li>• word processed documents</li><li>• books</li><li>• gazettes and other publications</li><li>• reports</li><li>• pivot tables.</li></ul>
<i>Strategies may include</i>	<ul style="list-style-type: none"><li>• research plan</li><li>• search strategy tailored to the information retrieval system selected:<ul style="list-style-type: none"><li>○ using key concepts and terms</li><li>○ using classification schemes</li><li>○ using search engines</li><li>○ using analysis systems</li><li>○ using data warehouse systems</li><li>○ using internal organisers such as indexes in books.</li></ul></li></ul>

 **Third party report**

Third party reports provide supplementary evidence to support the recognition of your skills. Completed Third Party Reports can be referenced in your booklet and a copy placed in your portfolio of evidence. Copy this form if you require additional Reports. An electronic version in Microsoft Word format can be downloaded from <http://www.apsc.gov.au/rto/downloads.html>.

 **Candidate to complete:**

Dear <insert name of third party>,

In support of my seeking skills recognition I am requesting a third party report for the following Unit of Competency element.

<Candidate to write in element name>

I would appreciate your comments in relation to myself against the above criteria I would appreciate your return of the report to me on completion

Portfolio reference: \_\_\_\_\_

Candidate Name:.....Signature:.....

 **Third Party to complete:**

It would be appreciated if you could provide comments relating to the above-named Candidate for recognition against the criteria they have selected

Please provide your appraisal on the Candidate in the context of observed performance. Where possible please refer to relevant situations and examples of which you have observed or are aware.

Name:	Signature:
Position:	Date:
Relationship to Candidate: Indicate one (eg supervisor, manager, peer, other)	Duration: for ..... months

If you have any queries about this process, please email the [rto@apsc.gov.au](mailto:rto@apsc.gov.au)  
Additional information is available on the Australian Public Service Commission's RTO website:  
<http://www.apsc.gov.au/rto/>

## Feedback

The Australian Public Service Commission welcomes for comments, feedback and suggestions for improvement.

We hope you have had the opportunity to review this booklet and would especially appreciate your thoughts.

Please forward completed forms to:

National Recognition Coordinator  
Level 5, 16 Furzer Street  
PHILLIP ACT 2606  
Facsimile: 02 6202 3799  
Email: [rto@apsc.gov.au](mailto:rto@apsc.gov.au)

## Please Note:

If you provide feedback, keep a copy for your evidence portfolio as it supports *PSPGOV405B Provide Input to change processes*.

Please tick / circle your answers

1. I found this Skill Recognition Booklet to be:?

Difficult to use                      1      2      3      4      5                      Easy to use

2. What suggestions do you have to improve this Skills Recognition Booklet?

- 3 Other comments