



Australian Government

Department of Education, Employment and Workplace Relations

CHCPOL403C Undertake research activities

Release: 1

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Modification History

CHC08 Version 3	CHC08 Version 4	Description
CHCPOL403B Undertake research activities	CHCPOL403C Undertake research activities	Unit updated in V4. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to implement research relevant to operations of the organisation and/or the community

Application of the Unit

Application

This unit may apply in a range of community service contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

1. Prepare a research plan

PERFORMANCE CRITERIA

- 1.1 Ensure views and interests of *stakeholders* are reflected in the research methodology and it and is compatible with ethical considerations
- 1.2 Select research methodology suitable to needs, purposes and resources and to maximise credibility of outcomes
- 1.3 Select and use research strategies appropriate to client group, subject matter being researched, the outcomes sought and the resources available
- 1.4 Ensure research plan incorporates strategies for validating research outcomes

ELEMENT**PERFORMANCE CRITERIA****2. Implement appropriate research strategies**

2.1 Select and use research strategies appropriate to subject matter being researched, the outcomes sought and the resources available

2.2 Determine and allocate resources needed to conduct research

2.3 Ensure collection, recording and storage of all relevant information is timely and will ensure validity, confidentiality and security

2.4 Identify a representative range of people and groups with an interest in the issues and consult them in appropriate ways to ensure validity of outcomes

2.5 Undertake consultation according to agreed practices and protocol of own and other agencies

2.6 Consider cultural sensitivities and ethical issues in all consultation

3. Organise and analyse information

3.1 Organise information in a form that allows analysis and suits the research purposes

3.2 Develop patterns in the data and derive explanations, maintaining validity and reliability

4. Report the findings of the research

4.1 Report complete and accurate details of the research methodology, information and analysis in an accessible and useable style and format

4.2 Provide opportunities for validation of research findings

4.3 Report research results and make them available to all relevant stakeholders

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Current and suitable research methodologies, including community based research and participatory research
- Research interview techniques, including consultation methods, protocols and practice
- Information systems, manual and electronic
- Report presentation
- Cultural implications of research methods
- Cultural analysis of information
- Cultural knowledge and ownership issues
- Research ethics

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Carry out research activities that are directly relevant to the organisation and/or the community

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Demonstrate application of skills in:
 - consultation methods
 - complex communication
 - negotiation with a wide range of known and unknown stakeholders
 - interpretation and analysis of data
 - networking
 - written/oral presentation
- Utilise relevant information technology effectively in line with work health and safety (WHS) guidelines

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions
This may include the use of languages other than English and alternative communication systems
- It is recommended that assessment take place on one or more occasions but must include all aspects of research activities - preparing, implementing, analysing, and reporting on research

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resource requirements for assessment of this unit include access to:
 - an appropriate workplace where assessment can take place, or simulation of realistic workplace setting for assessment
- Method of assessment:*
- Assessment may include observations, questioning and evidence gathered from the workplace

Range Statement

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any 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.

- The contexts for undertaking research may include:*
- Preparation of a range of organisation information for policy development, strategic planning, marketing and promotion services, planning new services, reviewing existing services, providing advice to management
 - Responsibility for research specific to a service, its stakeholders, interests and relationship with the wider community
 - Specific community or client interests and issues
- Stakeholders may be:*
- Within the organisation
 - Within the community
 - In other areas of delivery and other services, agencies
 - In the education/training field
 - Other specialists
 - Management
 - Community leaders
 - Recipients of the service delivery

Unit Sector(s)

Not Applicable