ICTPRG302

Apply introductory programming techniques

Assessment 6 of 6

Case Study & Role Play

Assessor Guide

Assessment Instructions

Task Overview

This assessment task is divided into two [2] tasks. Read each question carefully before typing your response in the space provided.

Important: Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

Additional Resources and Supporting Documents

To complete this assessment, you will need:

- Learning Material
- Application Code
- Test Report

Assessment Information

Submission

You are entitled to three [3] attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

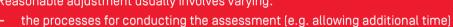Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment [e.g. allowing additional time]
- the evidence gathering techniques [e.g. oral rather than written questioning, use of a scribe, modifications to equipment]

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Please consider the environment before printing this assessment.

Task 1

In this task, you will need to participate in a role-play with the IT Department Supervisor.

Before the role-play, you will need to:

a. Access and review the following documents:

   i. Design Document Final from Assessment 3.

   ii. Code tested and updated from Assessment 4.

Read and follow the role-play instructions below.

Assessor instructions: Students must participate in a role play with **you (the Trainer/Assessor)** following the instructions provided.

Role play instructions

The meeting must include at least one (1) participant, must not exceed 20 minutes in duration and must address all requirements listed under Key Observation Criteria.

Key Observation Criteria

During the role-play, you will need to:

a. Present the code for the application to the IT Department Supervisor.

   i. Show all the features of the application relevant to the task

   ii. Demonstrate how the user can navigate through the application

b. Seek feedback from the IT Department Supervisor on how the application meets task objectives. This includes asking for any issues or concerns or any recommendations regarding the application.

c. Use listening and questioning techniques when confirming information regarding the feedback given.

d. Seek their sign-off.

Participants' briefing instructions

This role MUST be played by the Assessor in order to provide valid feedback on the application developed. **This role cannot be played by a friend, a family member, or a fellow student**.

IT Department Supervisor

This roleplay will consist of two parts. For the first part, you must provide feedback for the developed application. For the second part, you must provide a sign-off for the updated application with the implemented feedback.

IT Department Supervisor

You will act as the IT Department Supervisor at Bounce Fitness. The student will act as the IT Technician. The IT Technician will set up two meetings with you. The first meeting will involve your feedback regarding the developed application. The second meeting must involve your approval or sign-off for the updated application.

During the first part of the meeting:

- Listen attentively while the IT Technician (the student) provides information regarding the developed application. This must include:

    o The features of the application relevant to the task objectives from the work brief
    o How the user can navigate through the application
    o How the application meets each task's objectives.

- For the first part of the meeting, provide appropriate feedback regarding the developed application. Inform the IT Technician about any:

    o Concerns
    o Recommendations for the improvement of the application.

- Answer any clarifying question the IT Technician asks about the feedback provided.

During the second part of the meeting:

- Check and ensure that the updated application meets all requirements.
- Provide a sign-off for the updated application if it meets all the requirements.

Recording instructions

Your role play must be recorded with all participant/s captured in a virtual room using an application such as Zoom, Skype or Teams.

Consent to participate in the recording must be captured for all participant/s at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, followed by all participants replying with their names and the roles they are playing to provide their consent.

"This session is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participant/s in this session indicate their consent to be included in this recording by stating their name and the role they are going to play."

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Include this recording as part of your assessment submission.

Observation Checklist	
[to be completed by the Assessor]	
Use this checklist while reviewing the recorded role play:	
Did the student:	**Satisfactory/Not Yet Satisfactory**
Present the code for the application.	☐Satisfactory ☐ Not Yet Satisfactory
Show all the features of the application relevant to the task This must correspond to information in the final design document.	☐Satisfactory ☐ Not Yet Satisfactory
Demonstrate how the user can navigate through the application	☐Satisfactory ☐ Not Yet Satisfactory
Use listening and questioning techniques when confirming information regarding the feedback given. • The student uses non-verbal communication to show they are listening (e.g., maintaining eye contact, nodding) • The student paraphrases the personnel's responses to confirm their understanding • The student asks clarifying, open-ended, close-ended and follow-up questions	☐Satisfactory ☐ Not Yet Satisfactory
Seek their sign-off on the changes made to the updated application. These changes must correspond to the feedback they provided.	☐Satisfactory ☐ Not Yet Satisfactory

Assessment submission checklist

Students must have completed all questions within this assessment before submitting. This includes:

1	Task 1 – Role Play	☐

Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:	☐ S ☐ NYS

✓

Congratulations, you have reached the end of Assessment 6!