

DW11: Undertake research for the service and its clients

This unit is tailored from the National Occupational Standards for Advice and Guidance (ENTO) where it appears as unit AG 19

OVERVIEW	PERFORMANCE CRITERIA
<p>This unit is about:</p> <ul style="list-style-type: none"> • Identifying sources and availability of information • Collecting information to achieve research objectives • Analysing information collected from research: • Reporting the results of research: <p>As a development worker the research and information provided may relate to the following, for example:</p> <ul style="list-style-type: none"> • Legal advice • HR • Using volunteers • Finance • E&D • Insurance • Data protection • Developing social enterprise • Policies and procedures • Information systems/ICT • Communication • Networks/ing • Partnership working • Marketing/promotion • Performance monitoring and improvement • Project management • Learning and development • Fundraising/Income generation • Governance 	<p>You must:</p> <p>Identify sources and availability of information:</p> <ol style="list-style-type: none"> 1. Identify clearly the type and range of information required 2. Identify and evaluate the sources of information for their contribution to the research 3. Approach sources of information with a clear explanation of the purpose of the research 4. Ascertain clearly the procedures that are required to access the information 5. Specify clearly any risks to the sources of information from the research 6. Identify any problems with the collection of necessary information and take appropriate action to deal with them 7. Comply with all relevant legislation, codes of practice, guidelines, and ethical requirements <p>Collect information to achieve research objectives:</p> <ol style="list-style-type: none"> 8. Access the sources of information according to agreed procedures 9. Collect information in line with the requirements of the research 10. Apply information collection methods correctly and consistently 11. Comply with all relevant legislation, codes of practice, guidelines, and ethical requirements 12. Identify any problems with the collection of necessary information and take appropriate action to deal with them 13. Record the collected information in the appropriate systems <p>Analyse information collected from the research:</p> <ol style="list-style-type: none"> 14. Ensure the analysis methods are appropriate to the information and the aims of the research 15. Analyse information accurately according to the appropriate methodology 16. Interpret and synthesise the results carefully, and draw suitable conclusions 17. Identify any unexpected results and suggest reasons for them 18. Record the results of the analysis in the appropriate systems 19. Review the progress of the research with the relevant people wherever possible

Report the results of the research:

20. Present the results of the research in a manner appropriate to its aims and objectives
21. Acknowledge appropriately all sources of information
22. Review the results of the research with the relevant people wherever possible
23. Protect confidential information in accordance with agreements and procedures
24. Evaluate the success of the research against the specified evaluation criteria
25. Record the results of the research in the appropriate systems
26. Comply with all relevant legislation, codes of practice, guidelines, and ethical requirements

KNOWLEDGE AND UNDERSTANDING

You need to know and understand the following:

Identify sources and availability of information:

- A. what types of information are required
- B. what the potential sources of information are
- C. how the sources of information have co-operated in the past
- D. why it is important to be clear about the research being undertaken
- E. what the access procedures for different types of information are
- F. the rules of confidentiality relating to different types of information
- G. what the different risks are that should be considered
- H. how to minimise the effects of any risks
- I. what the types of problem are that could occur
- J. what actions can be taken to address them
- K. why it is important to address problems
- L. what the implications are of not addressing the problems
- M. the relevant national, local, professional, and organisational requirements are that relate to equal opportunities, discrimination, health and safety, security, confidentiality, and data protection
- N. why it is important to comply with different requirements
- O. what the consequences are of not complying with different requirements
- P. how to obtain information on the requirements

Collect information to achieve research objectives:

- Q. what the agreed procedures are for accessing information
- R. which information collection procedures are required
- S. why it is important to apply the collection methods correctly and consistently
- T. what the consequences are of not applying the collection methods correctly and consistently
- U. the relevant national, local, professional, and organisational requirements are that relate to equal opportunities, discrimination, health and safety, security, confidentiality, and data protection
- V. why it is important to comply with different requirements
- W. what the consequences are of not complying with different requirements
- X. how to obtain information on the requirements
- Y. what types of problem could occur

- Z. what actions can be taken to address them
- AA. why it is important to address problems
- BB. what the implications are of not addressing the problems
- CC. what the systems are for recording information and the procedures relating to the use of these
- DD. why it is important to use the systems

Analyse information collected from the research:

- EE. which analysis methods could be used
- FF. what analysis methods have proved most useful in the past
- GG. how to use the analysis methods
- HH. how to present research results
- II. why it is important to provide a rationale for the results
- JJ. what types of result are expected
- KK. the possible reasons for unexpected results
- LL. what the systems for recording analysis results are and the procedures that relate to the use of these
- MM. why it is important to use the systems
- NN. who should be involved in reviewing the research

Report the results of the research:

- OO. how to present different types of research results
- PP. who should be acknowledged in the research
- QQ. who should be involved in reviewing the research
- RR. what types of information sources should be protected
- SS. what types of information might be confidential
- TT. what the criteria are for evaluating the success of the research
- UU. what the systems are for recording research results and the procedures that relate to the use of these
- VV. why it is important to use the systems
- WW. the relevant national, local, professional, and organisational requirements that relate to equal opportunities, discrimination, health and safety, security, confidentiality, and data protection
- XX. why it is important to comply with different requirements
- YY. what the consequences are of not complying with different requirements
- ZZ. how to obtain information on the requirements