

Research tools and techniques in planning: A practical overview of present and anticipated research tools used in a Victorian TAFE Institute

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An overview of the major research practices used to support the strategic planning process and the improvement process. These research techniques are used to gather internal business and customer intelligence and external intelligence.

The tools include: types of software, external business intelligence, internal business and customer intelligence

The techniques include: database mining, types of statistical analyses employed, internal research structure, internal research process

Chisholm Institute is the largest TAFE provider in Victoria. It has an integrated planning process backed by detailed research processes. The current tools use to support this integrated system are described in the paper. A look at emerging techniques, particularly those linked to the Internet will be examined.

The concept of currency of information will also be examined. Current techniques have a time lag - time is required to respond, return and process the valid information to be analysed. The emerging techniques using the Internet can reduce this time lag and provide "live data" with a relatively short processing period. How this currency can be best used will be explored.

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