## CCS Category
Thinking Critically

## CCS
Sense Making

## CCS Description
Leverage sources of qualitative and quantitative information and data to recognise patterns, spot opportunities, infer insights and inform decisions

<table>
<thead>
<tr>
<th>CCS Proficiency Description</th>
<th>Basic</th>
<th>Intermediate</th>
<th>Advanced</th>
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</thead>
<tbody>
<tr>
<td>CCS-SMG-B002-1</td>
<td>CCS-SMG-I002-1</td>
<td>CCS-SMG-A002-1</td>
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<tr>
<td>Organise and interpret information to identify relationships and linkages</td>
<td>Analyse information and data and uncover patterns, opportunities and impacts</td>
<td>Evaluate relationships, patterns and trends to inform actions and generate wider insights</td>
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</tbody>
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### Knowledge
- Types of information collection tools
- Information organisation techniques
- Information processing techniques
- Techniques for identifying missing or erroneous information
- Data analysis techniques
- Data analysis tools
- Strengths and weaknesses of different analysis techniques
- Pattern recognition techniques
- Logical thinking techniques
- Insight generation process and techniques
- Extrapolation techniques
- Systems thinking theories
- Features and limitations of different information and data sources
- Organisation vision, objectives and operating climate

### Abilities
- Filter information into classification structures
- Implement techniques to process different information sources
- Document missing or erroneous information within sources
- Review information sources to identify relationships and linkages
- Suggest inferences and impact based on the relationships and linkages between the information sources
- Assess information and data sources to evaluate validity and reliability
- Detect gaps in information and data sources and develop logical assumptions to close the gaps
- Analyse relationships and linkages to identify patterns and trends
- Interpret analysis outcomes to determine potential impact and opportunities
- Review data analysis techniques to identify potential limitations which may impact conclusions
- Recommend improvements to data analysis techniques
- Evaluate information and data sources to determine potential limitations which may impact insights and conclusions
- Identify external factors that influence the immediate situation or hypothesis
- Extrapolate information to facilitate projections and future-oriented analyses
- Synthesise disparate information, analyses or viewpoints to derive actionable insights and conclusions
- Formulate insights by applying various approaches to evaluate information
- Evaluate underlying factors affecting situations to consider potential impacts or mitigating actions
- Evaluate and implement improvements to data analysis processes