

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Dealing with Difficult Situations at Work
Unit Reference Number:	A/615/6986
Level:	Entry 3
Credit Value:	1
Minimum GLH:	10

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to recognise different difficult situations at work	1.1 Identify a difficult situation which could arise in a work place
	1.2 For identified situation state: a) Who is involved b) Brief outline of the situation c) The effects of the situation d) Who could help resolve the situation
2. Be able to deal with difficult situations at work	2.1 State why it is important to ask for help if a difficult situation arises
	2.2 For a given situation, identify a minimum of 2 possible solutions
3 Know who talk to regarding a difficult situation in a workplace	3.1 Identify person(s) available to raise concerns with in a workplace