

# Open Awards Qualification Unit



This unit forms part of a regulated qualification.

## 1 Unit Details

Unit Title:	Problem Solving in the Workplace
Unit Reference Number:	K/615/7065
Level:	Level 1
Credit Value:	3
Minimum GLH:	27

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know about problems in the workplace	1.1 State problems that may occur in the workplace
	1.2 Identify problems that you have encountered in the workplace
2. Be able to identify ways to solve problems in the workplace	2.1 Identify the nature of the problems
	2.2 Identify an appropriate sequence of action to be taken
	2.3 State possible effects of this action
	2.4 List the sequence of action to the problems
3. Know about ways of working collaboratively to solve a problem	3.1 State the ways in which issues were communicated
	3.2 State ways in which a group came up with a potential solution
	3.3 State strategies for solving problems
4. Be able to reflect on the effectiveness of the solution to the problem	4.1 State what went well
	4.2 State what did not go well
	4.3 Identify what might have been done differently