

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Solving Problems in the Workplace
Unit Reference Number:	F/615/9114
Level:	Level 2
Credit Value:	3
Minimum GLH:	24

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the types of problems that may occur in a workplace	1.1 Describe a range of problems which may be encountered in the workplace and the different reasons for them
	1.2 Identify the cause of the problem
	1.3 Describe a range of factors which might influence/limit solutions to a problem
2. Understand potential sources of advice and support to inform decision making	2.1 Discuss a problem with others and consider and assess other points of view to inform decision making
	2.2 Use information from other sources to explore new and creative ways of problem solving
3. Understand and apply the process of problem solving	3.1 Assess potential solutions to a problem and make recommendations in discussion with others
	3.2 Select and implement an agreed solution to a problem
	3.3 Assess to what extent the action taken addressed the problem, describing what worked well and what could have been done differently