

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:	L/505/6137
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 how different factors might influence problem solving in the workplace	1.1 State the factors which might influence solutions to the problems, for example, cost, time, skill, knowledge
	1.2 Identify and explore the implications of at least two potential solutions to the problems
	1.3 Prioritise various solutions within the context of identified constraints
	1.4 Select a preferred solution in response to identified constraints
2. Demonstrate the ability to solve problems	2.1 Describe the nature of the problems
	2.2 Identify and explain an appropriate sequence of action to be taken and possible effect of this action
	2.3 Describe the sequence of action to the problems
3. Demonstrate the ability to apply solutions to the problems	3.1 Describe preferred solution to identified problem explaining rationale
	3.2 Apply preferred solution using evidence gathered
	3.3 Review the effectiveness of the solution describing what worked well and what could have been different

	3.4	Revise plans and solution selected
4. Demonstrate the ability to make appropriate decisions in the workplace	4.1	Explain rationale for the decisions made in solving the problem
	4.2	State who made various decisions and why they were the appropriate person to make those decisions