

Open Awards Qualification Unit



Form OAQU

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1 Unit Details

Unit Title:	Developing Problem Solving Skills in the Workplace
QAC Code:	R/508/4683
Level:	Level 3
Credit Value:	2
Minimum GLH:	12

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand and be able to analyse a range of problems they might encounter in the workplace	1.1 Analyse a range of problem they might encounter in the workplace including a) People b) Tasks c) Resources
	1.2 Diagnose potential or current problems within own place of work or work-based situation
2. Understand the uses of appropriate tools or methods to develop solutions to complex problems	2.1 Evaluate a range of tools and methods for developing solutions to complex problems
	2.2 Justify the use of particular tools or methods for developing solutions to current or potential problems within the workplace
3. Be able to demonstrate the application of appropriate solutions for complex problems	3.1 Apply an appropriate solution for a complex problem in the workplace
	3.2 Evaluate the resulting outcomes