Changing lives through learning

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Problem Solving in the Workplace

Unit Reference Number: R/615/0272

Level: Level One (1)

Credit Value: Three (3)

Minimum Guided Learning Hours: 27

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand problems that may occur in the workplace	1.1 Identify 4 problems that may occur in the workplace which may affect productivity
2. Understand the ways to solve problems in the workplace	2.1 Using the 4 problems identified: a) identify an appropriate action to for each b) state the possible effects of each action c) list the sequence of actions to address each problem
3. Understand ways to work collaboratively to solve a problem	3.1 State the ways in which issues were raised and communicated
	3.2 State ways in which a group came up with a potential solution
	3.3 State the strategies for solving the problem
4. Understand the benefits of evaluation	4.1 State what went well
	4.2 State what did not go well
	4.3 Identify what might have been done differently

The intellectual property rights remain with Open Awards.