

# Qualification Unit

This unit forms part of a regulated qualification.

**Unit Title:** Dealing with Problems at Work

**Unit Reference Number:** Y/615/5764

**Level:** Entry Level Two (2)

**Credit Value:** Two (2)

**Minimum Guided Learning Hours:** 20

| Learning Outcome (The Learner will):                               | Assessment Criterion (The Learner can):  |
|--|--|
| 1. Be aware of problems when they arise in the workplace           | 1.1 Indicate there is a problem in the workplace                                   |
|  | 1.2 State how the problem affects them   |
|  | 1.3 State two actions they could take when a given problem arises in the workplace |
| 2. Know who to ask for help when a problem arises in the workplace | 2.1 Identify two people who can help solve a given problem in the workplace        |
|  | 2.2 Select one person to help solve a given problem in the workplace               |
| 3. Be able to take part in solving a problem in the workplace      | 3.1 Take part in solving a problem in the workplace                                |
|  | 3.2 Participate in providing a solution to the problem                             |