

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Dealing with Problems

Unit Reference Number: D/618/1248

Level: Level One (1)

Credit Value: Two (2)

Minimum Guided Learning Hours: 15

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be aware of problems when they arise	1.1 Explain a problem they are or have experienced
	1.2 Explain how the problem affects them
	1.3 Explain how the problem could affect others around (friends/colleagues)
2. Know who to ask for help when a problem arises	2.1 Identify persons/authorities who can help solve a given problem
	2.2 Explain how that person/authority could help to solve a give problem
	2.3 Outline how to approach that person/authority
3. Be able to participate solving a problem	3.1 Explain a particular problem
	3.2 Identify person/authority to approach
	3.3 Participate in providing a solution to the problem
	3.4 State ways to manage the problem in the future