

Unit Title: Problem Solving In A Place Of Work
Unit Level: 2
Unit Credit Value: 2
GLH: 12
LASER Unit Code: WJB081
Ofqual Unit Code: A/502/3537

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand the different types of problems they might encounter in the place of work.	1.1	Describe 2 main problems that can arise in the place of work in each of the following areas: a. People b. Tasks c. Resources.
		1.2	Describe the impact that these problems can have on a business.
2.	Recognise the methods available to develop solutions for straightforward problems.	2.1	Describe the main ways that businesses deal with problems related to: a. People b. Tasks c. Resources.
		2.2	Compare 2 different methods for solving the same problem in any of the 3 areas listed above.
		2.3	Explain the method they consider to be the most effective way to deal with the problem, giving reasons to justify their choice.
3.	Be able to identify a potential problem and the ways that it might be resolved.	3.1	Select a typical problem and describe the key features.
		3.2	Describe how a business could resolve the problem by identifying the: a. Options available b. Implications of choosing each option.
		3.3	Describe how the business would know the problem had been resolved.

Assessment Guidance:
NA

Additional Information:
NA