

Unit Title: Problem Solving At Work
Unit Level: 1
Unit Credit Value: 2
GLH: 12
LASER Unit Code: WJB108
Ofqual Unit Code: A/502/3585

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 a place or work.	1.1	Identify the different types of problem they could encounter in a place of work relating to: a. People b. Tasks c. Resources.
2.	Understand how problems can be solved.	2.1	Identify appropriate ways to come up with solutions for a straightforward problem.
3.	Know how to recognise possible solutions to a specific problem.	3.1	Demonstrate use of appropriate methods to create solutions for a straightforward problem.
		3.2	Decide what solution represents the best option, giving one reason why this is the case.

Assessment Guidance:
NA

Additional Information:
NA