

**Unit Title:** Dealing With Problems At Work  
**Unit Level:** Entry 2  
**Unit Credit Value:** 2  
**GLH:** 20  
**LASER Unit Code:** WJB317  
**Ofqual Unit Code:** M/504/1467

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
<b>The learner will:</b>		<b>The learner can:</b>	
1.	Be aware of problems when they arise in the work place.	1.1	Indicate there is a problem in the work place.
		1.2	State how the problem affects him/her.
		1.3	State two actions he/she could take when a given problem arises in the work place.
2.	Know who to ask for help when a problem arises in the work place.	2.1	Identify two people who can help solve a given problem in the work place.
		2.2	Select one person to help solve a given problem in the work place.
3.	Be able to take part in solving a problem in the work place.	3.1	Take part in solving a problem in the work place.
		3.2	Participate in providing a solution to the problem.

<b>Assessment Guidance:</b>
NA

<b>Additional Information:</b>
NA