

Unit Title: Problem Solving In The Workplace
Unit Level: Level 1
Unit Credit Value: 3
GLH: 27
LASER Unit Code: WJD373
Ofqual Unit Code: Y/504/8669

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know about problems in the workplace.	1.1	State problems that may occur in the workplace.
		1.2	Identify problems that you have encountered in the workplace.
2.	Be able to identify ways to solve problems in the workplace.	2.1	Identify the nature of the problems.
		2.2	Identify an appropriate sequence of action to be taken.
		2.3	State possible effects of this action.
		2.4	List the sequence of action to the problems.
3.	Know about ways of working collaboratively to solve a problem.	3.1	State the ways in which issues were communicated.
		3.2	State ways in which a group came up with a potential solution.
		3.3	State strategies for solving problems.
4.	Be able to reflect on the effectiveness of the solution to the problem.	4.1	State what went well.
		4.2	State what did not go well.
		4.3	Identify what might have been done differently.

Assessment Guidance:

NA

Additional Information:

NA
