

Unit Title: Problem Solving In The Workplace
Unit Level: Level 3
Unit Credit Value: 3
GLH: 21
LASER Unit Code: WJD556
Ofqual Unit Code: L/504/8670

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand how different factors might influence problem solving in the workplace.	1.1	Analyse the factors which influence the choice of solution for a problem.
		1.2	Evaluate the implications of possible solutions.
		1.3	Identify solutions that take account of the constraints identified.
2.	Know how to solve problems.	2.1	Analyse the nature of the problem.
		2.2	Describe the possible solutions.
		2.3	Explain the action that needs to be taken to solve the problem.
		2.4	Analyse the consequences of that action.
3.	Be able to apply solutions to problems.	3.1	Select a preferred solution.
		3.2	Explain how the solution was selected.
		3.3	Justify the selection.
		3.4	Evaluate the effectiveness of the solution.
4.	Be able to make appropriate decisions in the workplace.	4.1	Justify the decision making process.

Assessment Guidance:

NA

Additional Information:

NA
