

Unit Title: Problem Solving in the Workplace	
Level:	One
Credit Value:	3
GLH:	27
OCNLR Unit Code:	HC6/1/LQ/015
Ofqual Unit Reference Number:	H/505/8587

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Know problems that occur in the workplace.	1.1. State four problems that can occur in the workplace. 1.2. Identify two problems encountered personally in the workplace.
2. Know ways to solve problems in the workplace.	2.1. Identify a current problem in the workplace. 2.2. Identify an appropriate sequence of action to solve the problem. 2.3. Identify possible effects of the sequence of action.
3. Know ways to work collaboratively in problem solving.	3.1. State the ways in which issues were communicated to others. 3.2. State ways in which you came up with a potential solution in a group. 3.3. State some strategies for solving problems.
4. Be able to reflect on the effectiveness of the solution to the problem.	4.1. State what went well, not so well and what might have been done differently.

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam		Role play/simulation	
Essay	O	Practical demonstration	
Report	O	Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	