



CATAPULT

BSBCRT201

Develop and apply thinking and problem solving skills

Table of Contents (Extract)

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This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBCRT201.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/BSBCRT201/>

Trainer/assessor guide

BSBCRT201

Develop and apply thinking and problem solving skills

Welcome to this unit of study

This unit describes the skills and knowledge required to solve problems, develop questions and respond to feedback on questions on workplace issues.

The unit applies to individuals, often working under supervision or guidance, who may be required to think critically, ask essential questions and consider answers to those questions.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Investigate problem solving	5
Problem solving in the workplace	5
Question types and styles.....	7
Problem solving techniques	9
Collaborate and share ideas on problem solving.....	12
Identify challenges to problem solving	13
Check your understanding	15
Topic 2: Prepare and ask questions.....	17
Selecting workplace issues to resolve	17
Structuring questions on an issue	19
Developing questions.....	20
Asking questions.....	21
Check your understanding	23
Topic 3: Solve basic workplace issues.....	25
Documenting question responses	25
Clarifying responses	28
Using problem solving techniques	29
Check your understanding	31
Topic 4: Seek feedback on questions and problem solving.....	33
Identifying improvements to the problem solving process	33
Seeking feedback.....	35
Check your understanding	37
References.....	39
Assessment workbook.....	41
Unit information.....	43
What is competency-based assessment?.....	44
How will my competency be assessed?.....	45
Assessment agreement.....	46
Foundation skills checklist.....	47
Skills recognition.....	48
Topic 1: Investigate problem solving	49
Topic 2: Prepare and ask questions.....	50
Topic 3: Solve basic workplace issues.....	51
Topic 4: Seek feedback on questions and problem solving.....	52
Knowledge questions	53
Topic 1: Investigate problem solving	54
Topic 2: Prepare and ask questions.....	61
Topic 3: Solve basic workplace issues.....	66
Topic 4: Seek feedback on questions and problem solving.....	70

Performance tasks	72
Third party evidence collection agreement	73
Topic 1: Investigate problem solving	74
Topic 2: Prepare and ask questions	76
Topic 3: Solve basic workplace issues.....	78
Topic 4: Seek feedback on questions and problem solving	80
Completion record	82
Unit mapping	83
Trainer/ assessor user instructions	85

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Investigate problem solving
- » Prepare and ask questions
- » Solve basic workplace issues
- » Seek feedback on questions and problem solving

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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