

Learner Assessment Guideline

Unit 9696

Apply problem solving strategies

Level 4: Credit 4: Version 3

Learner Assessment Instructions

This is your Learners Assessment Pack for 'Apply problem solving strategies'. This is a Level 4 Unit Standard. This unit is worth 4 Credits.

This pack contains:

- Your assessment tasks.
- A copy of the "Evidence Guide Summary" which your assessor will use to record your result.

Assessment Tasks

The assessment tasks are designed to show your assessor that you can:

The assessment task is designed to show your assessor that you can:

- Define and analyse a problem
- Evaluate solution to a problem; and
- Implement the solutions to a problem.

Sfrito would like to acknowledge the Public Services Training Organisation (PSTO) for the use of their Evidence Guides.

What do I do now?

- ✓ Read through all the information contained in this Pack.
- ✓ Familiarise yourself with each Assessment Task and the instructions.
- ✓ Contact your assessor, if necessary, to clarify anything you are unsure of.
- ✓ Complete the assessment tasks as agreed on with your assessor.
- ✓ Contact your assessor when you have finished the assessment tasks.
- ✓ Make sure you keep a written copy of your completed assessment task if you are sending the original copy to your assessor.

Task One: Introduction

This assessment is designed to assess your ability to define and analyse a problem, and evaluate and implement solutions.

Task One: Instructions

- Identify a problem that you will solve or have solved. The problem must be of some complexity that requires definition and analysis before options can be developed, evaluated and implemented. It should provide you with the scope to provide responses to all the questions raised in this assessment. If you are unsure, discuss this with your assessor before starting.
- Answer the following questions. Your assessor will ask you further questions after reading your work. Please note that spaces provided are indicative only and you may well have to use further pages to fully answer some of the questions. Please make sure these attachments have your name on them, and clearly indicate the question number. You may produce the whole assessment on separate pages if you prefer.

Completion of the assessment for Task One will include:

- Completed task sheet.

Apply Problem Solving Strategies

Section One: Defining and Analysing the Problem

1 Please provide any relevant background in relation to the problem and its context:

2 What is the problem? _____

3 What type of problem is it? _____

4 What are the parameters of this problem?

5 What are the possible causes of this problem? _____

6 What facts have you collected in relation to solving this problem?

7 Break the problem down into its components parts and describe them.

Component: _____

Component: _____

Component: _____

Component: _____

8 How does this breakdown help you identify possible courses of action?

9 Are there any cross-cultural implications in this problem (this may include gender, age, ethnicity, background or ethical issues.)?

10 What are the requirements of this problem and its solution in terms of the following?

Time:

Budget:

Resources:

Legislative Requirements:

Section Two: Evaluating solutions to the problem

11 From the following list of possible problem solving techniques, identify two and say how you used them to identify possible solutions

- Brainstorming
- Mapping
- Computer modelling
- Observation
- Questionnaires
- Experiments

Technique One:

Technique Two:

12 Identify the possible solutions to your problem. You should come up with at least three possible solutions – possibly more.

Solution One:

Solution Two:

Solution Three:

13 Complete the following chart;

In the first column identify the criteria you will use for evaluating possible solutions to your problem. These criteria may include consideration of duration how long it will take, causes and effects. You should identify at least three criteria.

In the second, third and fourth column evaluate your possible solutions (from above) against the criteria you have established. You should identify three possible solutions.

Criteria for evaluating solutions to the problems	Solution One	Solution Two	Solution Three

13 Which solution best meets the criteria and meets the problems' requirements?

Section Three: Implementing the solution to the problem

You will need to actually implement your solution before completing this section of the assessment.

14 How effective was the solution you selected in solving the problem?

15 How long did it take, compared with your estimate?

16 What were the implications and/or effects of your solution (both anticipated and unexpected)?

17 Have you modified any part of the solutions? Yes / No
If yes – what did you change and why

18 Who are the other interested parties or stakeholders in this problem solving process and how and when did you consult with them as the solution was implemented?

Unit 9696v3 Learner Evidence Guide

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Element/Task	
Task 1, Element 1	Evidence required
Completed task sheets providing responses to all questions.	<ul style="list-style-type: none">➤ The evidence shows that a problem was defined and analysed, that solutions were evaluated, and that the selected solution was implemented. ➤ Answers conform to requirements of model answers.