**Assignment Task for Unit: Solving problems and making decisions**

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| **Centre Number:** | **Centre Name:** | |
| **Learner Registration No:** | **Learner Name:** | |
| TASK  Identify a workplace problem facing you or your team (or a team within another organisation if you are currently unemployed) and examine ways to resolve it.  For the purposes of this assignment, ‘problem’ may be interpreted as ‘a deviation from the norm’ OR ‘an improvement opportunity’ OR ‘a potential or anticipated problem’.  NOTE:  *You should plan to spend approximately 10 hours researching your workplace context, preparing for and writing or presenting the outcomes of this assignment for assessment. The 'nominal' word count for this assignment is 1200 words; the suggested range is between 1000 and 2000 words.*  *Check your assignment carefully prior to submission using the assessment criteria.* | | |
| *Please use the sub-headings shown below when structuring your Assignment* | | Assessment Criteria |
| **Background**  Briefly describe your organisation, what it does, and your role within it. | | * This aspect is not assessed, but is designed to help the assessor understand the context of the information you provide throughout the remainder of this assignment |
| **Present situation (Analysis of the problem)**  Describe:   * What the problem is and what may have caused it. * Its scope (e.g. how widespread, how often, how much etc). * Who, how and what it affects in the workplace/team. * What you are trying to achieve by solving the problem. * What the result would be if no action is taken. | | * + Describe a problem, its nature scope and impact *(12 marks)* |
| **Investigation and identification of possible solutions to the problem**  Briefly describe possible solutions to the problem. To do this you must gather and interpret information to identify possible solutions.  The evidence you gather should be fact supported by evidence and not just your opinion. | | * + Gather and interpret information to identify possible solutions to a problem *(24 marks)*   + Prepare a summary of the options providing facts and evidence *(16 marks)* |
| **Evaluation of possible solutions**  Evaluate the possible solutions using a simple decision making technique to arrive at the best solution. Your evaluation should include human, material and financial resources.  State your chosen solution clearly and concisely. | | * + Apply a simple decision making technique to evaluate options to arrive at the best solution *(24 marks)* |
| **Recommend implementation plan to solve the problem**  Provide an action plan for the implementation and communication of the solution. Your action plan should include actions, timescales and required resources including people.  Briefly describe the monitoring and review techniques you could use to evaluate the effectiveness of your chosen solution. | | * + Plan the implementation and communication of the decision *(16 marks)*   + Describe which monitoring and review techniques could be used to evaluate outcomes *(8 marks)* |
| **By submitting I confirm that this assignment is my own work** | | |