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BSBCRT404 Apply advanced critical thinking to work processes

Release: 1

BSBCRT404 Apply advanced critical thinking to work processes

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Application

This unit describes the skills and knowledge required to use advanced-level critical thinking skills in a professional context. This includes using methods of analysis, synthesis and evaluation.

This unit applies to individuals who evaluate processes, products and services that may be proposed or already existing. This unit applies to individuals who are typically responsible for developing work processes, products and services that may be proposed or already existing.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Unit Sector

Creativity and Innovation – Critical Thinking

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Understand critical thinking in a workplace context	1.1 Identify key characteristics of concepts in a critical thinking protocol or process 1.2 Explore situations in which critical thinking concepts may be applied in the workplace 1.3 Reflect on benefits of adopting a critical thinking mindset and risks associated with failing to do so
2. Apply a systematic approach to decision	2.1 Analyse and understand key elements of workplace processes, products or services

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ELEMENT	PERFORMANCE CRITERIA
making	2.2 Identify limitations in existing or proposed workplace processes, products or services by applying critical thinking protocols or processes
	2.3 Source information from a variety of different and verified sources
	2.4 Compare and contrast alternative critical thinking concepts in a workplace decision making process
	2.5 Apply a decision making framework to reach a defensible conclusion in a workplace context in accordance with organisational policies and procedure
	2.6 Articulate and justify decision making process
3. Develop critical thinking mindset	3.1 Conduct review of effectiveness of decision making, including critical self-reflection
	3.2 Seek meaningful feedback from organisational management
	3.3 Identify areas for self-development
	3.4 Develop plan for future process evaluations

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Learning	• Reflects on own performance and seeks opportunities to improve own skills and knowledge
Reading	• Interprets, evaluates and extracts relevant information from a range of texts for work requirements
Writing	• Documents key research findings and ideas • Develops clear workplace documents appropriate to audience and context
Oral Communication	• Articulates ideas and requirements clearly and persuasively using techniques appropriate to audience and environment • Participates in a verbal exchange of ideas and elicits the view and opinions of others by listening and questioning • Uses a range of persuasive responses and makes comparisons which show an understanding of topics and concepts

Numeracy	• Interprets and critically analyses numerical data to determine work process requirements
Navigate the world of work	• Recognises and considers the implications of legal and regulatory responsibilities on own work • Adheres to implicit and explicit organisational procedures and policies, seeking advice from others if necessary
Interact with others	• Demonstrates sophisticated control over oral, visual and/or written formats, drawing on a range of communication practices to achieve goals • Actively identifies the requirements of important communication exchanges, selecting appropriate channel, format, tone and content to suit purpose and audience • Reflects on personal values, behaviours and assumptions and considers how these might be perceived by others • Looks for ways of establishing connections and building genuine understanding with a diverse range of people
Get the work done	• Takes responsibility for systematically planning, sequencing and prioritising tasks according to agreed timelines • Uses systematic processes to gather and analyse information required to make decisions • Recognises opportunities to develop and apply new ideas and select ideas for implementation • Considers the key themes and ideas to be explored and identifies ways to response to and use diverse perspectives • Uses features and functions of digital tools and technologies to store and present information • Contributes to creating a climate where people feel comfortable to suggest, explore, adapt and adopt new ideas as a regular part of work life • Uses problem-solving skills to evaluate and challenge ideas and move towards solutions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCRT404 Apply advanced critical thinking to work processes	Not applicable	New unit	No equivalent unit

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Code and title current version	Code and title previous version	Comments	Equivalence status
Release 1			

Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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