



Australian Government

Assessment Requirements for BSBCRT611

Apply critical thinking for complex problem solving

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- lead the process for addressing at least one complex workplace issue up to the point of implementation.

In the course of the above, the candidate must:

- identify task objectives and risks involved with pursuing identified problem
- research legislative frameworks and applicable frameworks for identified problem
- calculate resources required for solution development process
- facilitate others in idea generation for possible solutions
- present proposed solution to key stakeholders
- use feedback to revise solution to achieve stakeholder approval
- seek necessary approvals for the implementation of the solution.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislative frameworks and organisational policy or procedures applicable to identified workplace problem
- critical and creative thinking techniques applicable to performance evidence
- advantages and risks in the development of solutions for identified workplace problems
- decision-making processes including barriers to effective decision-making
- sources of relevant information to identified issue, including desk research and stakeholder consultations
- organisational requirements for development and presentation of a brief and feedback register
- approval process for workplace solution.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the customer service field of work and include access to:

- organisational policies and procedures
- opportunities to collaborate with others throughout the concept development process
- resources required to undertake research, prepare a brief and develop a feedback register.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>