



Australian Government

BSBCRT201 Develop and apply thinking and problem solving skills

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.

Application

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.

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

Unit Sector

Critical Thinking & Problem Solving – Critical Thinking

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Investigate problem solving	1.1 Identify key features and role of problem solving in the workplace 1.2 Identify different types of questions and styles of questioning 1.3 Identify basic problem solving techniques 1.4 Collaborate with relevant stakeholders and share ideas on different types of questions, styles of questioning and applicable problem solving techniques 1.5 Identify challenges in the types of questions, styles of questioning and basic problem solving techniques
2. Prepare and ask questions	2.1 Select a basic workplace issue within job role to be resolved 2.2 Identify ways to structure questions on identified issue in

ELEMENT	PERFORMANCE CRITERIA
	consultation with relevant stakeholders 2.3 Develop questions to consolidate knowledge of selected issue 2.4 Ask prepared questions to relevant personnel
3. Solve basic workplace issues	3.1 Document responses to questions asked according to organisational requirements 3.2 Clarify responses given with further questions and comments 3.3 Apply basic problem solving techniques and document responses to workplace issue
4. Seek feedback on questions and problem solving	4.1 Consult with relevant stakeholders and identify improvements for problem solving process 4.2 Seek feedback on questions, questioning style and problem solving technique from relevant personnel

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
Oral communication	• Uses listening and questioning techniques to obtain specific information and confirm understanding
Teamwork	• Uses accepted practices to discuss ideas with others
Planning and organising	• Develops a plan for the use of information gathered

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to BSBCRT101 Apply critical thinking techniques.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for BSBCRT201 Develop and apply thinking and problem solving skills

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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:

- prepare, deliver, document and review a set of questions to consolidate understanding of a workplace issue within own job role on at least two occasions
- apply basic problem solving techniques to a workplace issue on at least four occasions.

In course of doing the above, the candidate must:

- use a range of different types of questions and styles of questioning
- identify potential issues that may arise in problem solving processes
- develop questions designed to consolidate information of selected issue
- ask questions to relevant stakeholders, using further questions and comments to clarify responses provided
- seek feedback on questions developed.

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:

- key features and processes of critical thinking and problem solving
- basic problem solving techniques
- different types of questions and their relevance to different situations
- effective questioning techniques
- typical blockers to problem solving processes
- role of critical thinking for businesses, the community and at an individual level.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to simulated challenges and situations to demonstrate the application of performance evidence.

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

Links

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