



Australian Government

BSBCRT404 Apply advanced critical thinking to work processes

Release: 1

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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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
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

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

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>

Assessment Requirements for BSBCRT404 Apply advanced critical thinking to work processes

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Performance Evidence

Evidence of the ability to:

- explain critical thinking concepts and approaches, the value of applying such approaches, and how they may apply to a workplace context
- use a range of critical thinking techniques to identify and address limitations in workplace processes, products or services
- ask questions of self and others to broaden own knowledge and understanding
- use various information sources to provide answers to own questions
- develop a proposal to articulate to a broad range of workplace stakeholders a solution to an identified issue
- incorporate feedback and self-reflection to critically assess performance

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role:

- key features and characteristics of critical thinking concepts and approaches
- key features and limitations of workplace procedures
- key legislative requirements relating to workplace procedures
- key sources of reliable information relevant to workplace procedures.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the creativity and innovation – critical thinking field of work and include access to:

- office equipment, technology, software and consumables required to implement internal and maintain internal control procedures
- corporate governance documentation required for role
- organisational operational policies and procedures required for role.

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

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