

**STUDENT   
ASSESSMENT TASKS**

**APPLY CRITICAL THINKING FOR COMPLEX PROBLEM SOLVING**

**BSBCRT611**

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| A close up of a logo  Description automatically generated | Introduction |

The assessment tasks for *BSBCRT611 Apply critical thinking for complex problem solving* are outlined in the assessment plan below. These tasks have been designed to help you demonstrate the skills and knowledge that you have learnt during your course.

Please ensure that you read the instructions provided with these tasks carefully. You should also follow the advice provided in the *Business Works Student User Guide*. The Student User Guide provides important information for you relating to completing assessment successfully.

Assessment for this unit

*BSBCRT611 Apply critical thinking for complex problem solving* describes the performance outcomes, skills and knowledge required to use advanced-level critical thinking skills in a professional context. This includes using methods of analysis, synthesis and evaluation.

For you to be assessed as competent, you must successfully complete two assessment tasks:

* Assessment Task 1: Knowledge questions – You must answer all questions correctly.
* Assessment Task 2: Project – You must work through a range of activities and complete a project portfolio.

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| A close up of a logo  Description automatically generated | Assessment Task 1: Knowledge questions |

Information for students

Knowledge questions are designed to help you demonstrate the knowledge which you have acquired during the learning phase of this unit. Ensure that you:

* review the advice to students regarding answering knowledge questions in the *Business Works Student User Guide*
* comply with the due date for assessment which your assessor will provide
* adhere with your RTO’s submission guidelines
* answer all questions completely and correctly
* submit work which is original and, where necessary, properly referenced
* submit a completed cover sheet with your work
* avoid sharing your answers with other students.

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| **i** | **Assessment information**  Information about how you should complete this assessment can be found in Appendix A of the *Business Works Student User Guide*.Refer to the appendix for information on:   * where this task should be completed * the maximum time allowed for completing this assessment task * whether or not this task is open-book.   *Note*: You must complete and submit an assessment cover sheet with your work. A template is provided in Appendix C of the Student User Guide. However, if your RTO has provided you with an assessment cover sheet, please ensure that you use that. |

Questions

Provide answers to all of the questions below:

1. Complete the table outlining reliable information relevant to workplace processes.

|  |  |  |
| --- | --- | --- |
| Category | Information | Examples/Notes |
| Process Name | Description of the workplace process | Employee Onboarding, Project Management, Sales Process |
| Key Components | Objective/Purpose, Key Stakeholders, Inputs | Streamlining employee orientation; Involves HR, Managers |
| Execution  Details | Activities/Steps, Tools/Technology, Responsibilities | Use of CRM software, Weekly progress reports, Assigned tasks |

1. Describe how legislation may be applicable to workplace problems (provide an example as part of your answer).

Legislation plays a pivotal role in the resolution of workplace issues by furnishing a structured framework that governs employment relationships, safeguards the rights of workers, ensures workplace safety, and advocates equitable practices. To elucidate this concept, consider the instance of workplace discrimination, a matter frequently addressed by anti-discrimination laws.

**Applicable Legislation:** Numerous jurisdictions enact anti-discrimination laws to shield employees from unjust treatment predicated on attributes such as race, gender, age, religion, disability, or sexual orientation. In the United States, Title VII of the Civil Rights Act of 1964 is a prominent legislative instrument that proscribes discrimination rooted in race, color, religion, sex, or national origin.

**Scenario:** To contextualize, envision an employee named Jane who perceives that discriminatory practices based on her gender have adversely impacted her professional advancement. Specifically, she asserts that she has consistently been overlooked for promotions in favor of male colleagues possessing inferior qualifications.

**Legislative Application:**

1. **Complaint Filing:** Jane is afforded the opportunity to formally file a complaint with the relevant governmental entity tasked with enforcing anti-discrimination laws, such as the Equal Employment Opportunity Commission (EEOC) in the United States.
2. **Investigation:** Legislative provisions mandate that the EEOC conducts a thorough investigation into the veracity of Jane's complaint, thereby ensuring an impartial and comprehensive examination of the alleged discriminatory circumstances.
3. **Legal Remedies:** Should the investigative process substantiate the validity of Jane's grievance, the legislation stipulates legal remedies. These may encompass financial restitution for damages incurred, reinstatement to a rightful professional standing, or other corrective measures aimed at rectifying the discriminatory practices.
4. **Preventive Measures:** Beyond responsive actions, anti-discrimination legislation encourages proactive measures on the part of employers. This involves the implementation of preventative strategies such as comprehensive anti-discrimination training initiatives and the formulation of policies conducive to fostering a workplace environment devoid of discriminatory practices.

In this illustrative example, anti-discrimination legislation serves as a systematic apparatus for addressing workplace issues, offering a legal framework to scrutinize complaints, provide redress, and cultivate a professional milieu characterized by fairness and inclusivity.

1. Describe how organisational policies and procedures may be applicable to workplace

Organizational policies and procedures play a pivotal role in mitigating workplace issues by delineating guidelines and frameworks for appropriate behavior and conflict resolution. These policies serve as a code of conduct, establishing expectations for employees and providing a structured approach to handling challenges. To elucidate this concept, let us consider a scenario involving workplace harassment.

**Example: Workplace Harassment**

**Organizational Policies:** A multitude of companies articulate explicit policies that unequivocally denounce workplace harassment. These policies typically proffer precise definitions of harassment, prohibit such behavior, and elucidate the procedures for reporting and addressing incidents.

**Scenario:** Contemplate an employee, Alex, who contends with persistent and unwelcome behavior from a colleague, constituting what they perceive as harassment. Alex feels discomfited and perceives that the situation is adversely affecting their work environment.

**Application of Organizational Policies and Procedures:**

1. **Reporting Mechanism:** The organizational policy would furnish a lucid avenue for Alex to report the harassment, which might involve notifying a supervisor, Human Resources (HR), or utilizing a designated reporting channel.
2. **Confidentiality:** Policies often underscore the importance of confidentiality to shield the identity of the complainant, thereby fostering an environment conducive to open reporting. Alex can anticipate that the organization will treat the matter discreetly.
3. **Investigation Process:** Detailed procedures would articulate how the organization conducts investigations into complaints. This may encompass interviews with involved parties, the collection of evidence, and a commitment to a fair and impartial process.
4. **Resolution and Remediation:** Once the investigation concludes, the policies would guide the organization in determining appropriate actions. Possible measures range from corrective actions such as counseling or training to disciplinary measures for the alleged harasser.
5. **Preventive Measures:** Organizational policies may additionally incorporate preventive measures, such as regular anti-harassment training initiatives for employees and clear communication of the repercussions associated with engaging in harassment.

In this illustrative example, organizational policies and procedures concerning workplace harassment present a systematic approach to address the issue. They provide a structured mechanism for reporting, investigating, and resolving problems while fostering a workplace culture that prioritizes respect and inclusivity.

1. problems (provide an example as part of your answer).
2. Identify and describe two critical thinking methods that may be used to identify complex issues in the workplace using the table below (there is an example to get you started).

| **Method** | **Description** |
| --- | --- |
| Interview | This method uses a formal or informal interview process to obtain information about a workplace issue (such as how a product is used). It asks relevant questions to relevant stakeholders and documents the answers. |
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1. Identify and describe two critical thinking methods that may be used to generate solutions to complex issues in the workplace using the table below (there is an example to get you started).

| **Critical thinking technique** | **Description** |
| --- | --- |
| Brainstorming | This method uses a group of people to think of as many solutions (even the crazy ones) in a predetermined time. |
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1. Summarise the steps associated with a decision-making process. You may answer using a written paragraph or diagram.
2. List three advantages of addressing complex issues in the workplace.
3. Complete the table outlining the different types of risk that may be associated with pursuing a complex issue in the workplace.

| **Type of risk** | **Description** | **Example** |
| --- | --- | --- |
| Strategic risk |  |  |
| Compliance risk |  |  |
| Financial risk |  |  |
| Operational risk |  |  |

1. List three barriers to effective decision-making
2. Summarise the requirements for the development and presentation of a brief and feedback register.
3. List four bodies you may be required to seek approval from to develop and implement solutions.

Assessment Task 1: Checklist

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Student’s name: | | | | |
| Did the student provide a sufficient and clear answer that addresses the suggested answer for the following? | Completed successfully? | | Comments | |
| Yes | No |  | |
| Question 1 |  |  |  | |
| Question 2 |  |  |  | |
| Question 3 |  |  |  | |
| Question 4 |  |  |  | |
| Question 5 |  |  |  | |
| Question 6 |  |  |  | |
| Question 7 |  |  |  | |
| Question 8 |  |  |  | |
| Question 9 |  |  |  | |
| Question 10 |  |  |  | |
| Question 11 |  |  |  | |
| Task outcome: | * Satisfactory | | | * Not satisfactory |
| Assessor signature: |  | | | |
| Assessor name: |  | | | |
| Date: |  | | | |

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| A close up of a logo  Description automatically generated | Assessment Task 2: Project |

Information for students

In this task, you are required to demonstrate your skills and knowledge by working through a number of activities and completing and submitting a project portfolio.

You will need access to:

* a suitable place to complete activities that replicates a business environment including a meeting space and computer and internet access
* your learning resources and other information for reference
* *Project Portfolio* template
* *Brief outline* template
* *Self-evaluation checklist*
* *Simulation Pack (if you need a case study).*

Ensure that you:

* review the advice to students regarding responding to written tasks in the *Business Works Student User Guide*
* comply with the due date for assessment which your assessor will provide
* adhere with your RTO’s submission guidelines
* answer all questions completely and correctly
* submit work which is original and, where necessary, properly referenced
* submit a completed cover sheet with your work
* avoid sharing your answers with other students.

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| **i** | **Assessment information** |
| Information about how you should complete this assessment can be found in Appendix A of the *Business Works Student User Guide*.Refer to the appendix for information on:   * where this task should be completed * how your assessment should be submitted.   *Note*: You must complete and submit an assessment cover sheet with your work. A template is provided in Appendix B of the Student User Guide. However, if your RTO has provided you with an assessment cover sheet, please ensure that you use that. |

Activities

Complete the following activities:

1. Carefully read the following:

|  |  |
| --- | --- |
| Atom | This project requires you to apply a systematic decision-making approach to address a complex workplace issue of your choice. You are required to:   * Identify a complex issue in consultation with relevant stakeholders * establish the objectives, advantages, risks and resources required when pursuing solutions to the identified issue * source reliable information about the identified issue * generate a range of solutions together with relevant stakeholders * evaluate and compare solutions to choose the best one * present the chosen solution to stakeholders for feedback * refine the chosen solution to seek approval for its implementation.   This project must be based on an existing workplace issue that has numeric and financial data available to illustrate or support the complex issue. You can use the case study business provided to you by your assessor, or you may like to base this on your own business, or a business you are currently working for or are familiar with. It is important that this business has organisational policies and procedures related to your chosen issue or work area already developed. Speak to your assessor to get approval if you want to base this on your own business or one you work for.  You will also need to seek input from people who work for, or are involved, in this business process several times. Fellow students or your assessor can be involved in these meetings and play the roles of process stakeholders as relevant.  You will be collecting evidence for this unit in a *Project Portfolio*. The steps you need to take are outlined below. |

1. Project planning

|  |  |
| --- | --- |
| Person eating | Make sure you are familiar with the business you are basing this assessment on. If you’re basing this assessment on your own business or a business you work for, it’s important at this step that you identify relevant stakeholders and have your business approved by your assessor.  If you’re basing this assessment on the case study, identify a relevant job role you’ll assume and any relevant stakeholders.  Complete *Page 4* of your Project Portfolio for this unit.  Read through the requirements of *Section 1, 2 and 3* of your *Project Portfolio a*s well as the necessary background information, relevant policies and procedures.  Arrange a meeting with at least one stakeholder associated with the business who may assist you to identify a complex issue. Prepare to use the financial and numeric information at the meeting.  For the purpose of this role-play, your assessor or another student can act as a one or more stakeholders. |

1. Stakeholder meeting

|  |  |
| --- | --- |
| Chat | Meet with the relevant stakeholder Take notes so you can complete *Section 1*of your *Project Portfolio* after the meeting. The meeting should last for approximately 10 minutes.  At the meeting:   * Use the numeric/financial information to discuss issues that fall within the scope of your job role. * Identify a complex issue to address for the remainder of this assessment.   During the meeting, you will need to demonstrate effective communication skills including:   * Identify and articulating ideas clearly and persuasively * Use a presenting style and vocabulary to suit the audience and situation * Seeking the views and opinions of others by active listening and questioning |
| **i** | This meeting can either be viewed in person by your assessor or you may like to video record the session for your assessor to watch later. Your assessor can provide you with more details at this step. Make sure you follow the instructions above and meet the timeframes allocated. |

1. Defining the complex issue

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| --- | --- |
| Person eating | Complete *Section 1* of your *Project Portfolio*.  When you complete Section 1, you need to:   * Provide an overview of your chosen business, including:   + The name of the business   + a description of what the business does   + the job role you perform in the business * Describe the complex issue associated with the business, including:   + a brief outline of the issue   + who the stakeholders are and how they are associated with the issue   + analysis and presentation of numeric and financial data illustrating the complex issue   + two objectives when pursuing solutions   + three advantages of solving the issue   + three risks of addressing the issue. * Establish the legislative and organisational requirements related to the complex issue, including:   + a summary of the relevant legislation   + a summary of the associated organisational policies and procedures   + an assessment of any actual or perceived bias. * Calculate the resources required for the solution development process * Prepare a presentation, using the work done in Section 1 of the Project Portfolio, to present the complex issue to relevant stakeholders.   You are also required to attach certain documents as part of your evidence – review the documents you need to attach as outlined in your in *Section 1* of the *Project Portfolio* and make sure you attach these upon submission. |
| Document | Make sure you have answered all questions in Section 1. Submit to your assessor for review.  Arrange a meeting with at least one of the relevant stakeholders who is responsible for approving further investigation of your chosen issue. |
| **i** | Before the meeting, choose two critical thinking techniques to use as tools to generate alternative solutions. Make sure you are familiar with the two critical thinking techniques as you will be using these techniques at the meeting.  For the purpose of this role-play, your assessor or another student can act as a one or more stakeholders. |

1. Stakeholder meeting

|  |  |
| --- | --- |
| Chat | Meet with the relevant stakeholders (at least one other person, such as your assessor or another student). Take notes so you can complete *Section 2* of your *Project Portfolio* after the meeting. The meeting should last for approximately 30 mins. At this meeting, take on the role of facilitator/leader.  At the meeting:   * Present the scope of your complex issue (use the presentation prepared in *Section 1* of your *Project Portfolio)*. * Use two critical thinking techniques to generate four to six solutions for your complex issue (you will need to attach the outcome e.g. mindmap to *Section 2* of the *Project Portfolio.)*.   During the meeting, you will need to demonstrate effective communication skills including:   * Identify and articulating ideas clearly and persuasively * Use a presenting style and vocabulary to suit the audience and situation * Seeking the views and opinions of others by active listening and questioning |
| **i** | This meeting can either be viewed in person by your assessor or you may like to video record the session for your assessor to watch later. Your assessor can provide you with more details at this step. Make sure you follow the instructions above and meet the timeframes allocated. |

1. Systematic decision making

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| --- | --- |
| Person eating | Complete *Section 2* of your *Project Portfolio*.  When you complete Section 2 you need to:   * Summarise the outcomes of your meeting with the stakeholder, including:   + an outline of two critical thinking techniques used to generate solution alternatives with other stakeholders   + a list of four to six alternative solutions. * Evaluate each identified solution to establish their feasibility, including:   + success criteria   + constraints   + evaluation of each alternative against the criteria and constraints   + list of all feasible options. * Use one appropriate tool/technique to compare all feasible alternatives with one another. Include:   + a description of the tool or technique used   + proof of your comparison   + an assessment of bias in your decision*-making* * Choose the best solution and explain:   + why did you choose it   + how does it meet the legislation and organisational policy requirements   + are there any risks associated with your solution?   + what are the advantages of the chosen solution?   + what are the resources required? * Prepare a brief on your proposed solution (use “Brief template”).   You are also required to attach certain documents as part of your evidence – review the documents you need to attach as outlined in *Section 2* of the *Project Portfolio* and make sure you attach these upon submission. |
| Document | Make sure you have answered all questions in Section 2. Submit to your assessor for review.  Arrange a meeting with at least one of the key stakeholders responsible for decision-making.  For the purpose of this role-play, your assessor or another student can act as a one or more stakeholders. |
| **i** | Before you continue, read through the requirements of Section 3 of your Project Portfolio. Make sure you have your brief available and ready to present.  As part of Section 3, you are required to develop a feedback register to use at the meeting. Do this before meeting with the stakeholders and use the register at the meeting. |

1. Stakeholder meeting

|  |  |
| --- | --- |
| Chat | Meet with the relevant key stakeholders (at least one other person, such as your assessor or another student). Take notes so you can complete *Section 3*of your *Project Portfolio* after the meeting. The meeting should last for approximately 30 mins.  At the meeting:   * Present your brief to key stakeholders (use the brief prepared in *Section 2* of your *Project Portfolio)*. * Record feedback in the feedback register (developed prior to this meeting).   During the meeting, you will need to demonstrate effective communication skills including:   * Identify and articulating ideas clearly and persuasively * Use a presenting style and vocabulary to suit the audience and situation * Seeking the views and opinions of others by active listening and questioning |
| **i** | This meeting can either be viewed in person by your assessor or you may like to video record the session for your assessor to watch later. Your assessor can provide you with more details at this step. Make sure you follow the instructions above and meet the timeframes allocated. |

1. Review your decision

|  |  |
| --- | --- |
| Person eating | Complete *Section 3* of your *Project Portfolio* as part of your evidence for this step.  When you complete Section 3, you need to:   * Use the feedback from your meeting with stakeholders to refine your project brief * Use an appropriate format to seek approval to implement your proposed solution (e.g. draft an email, complete an application form ready to be lodged etc.) * Perform a self-evaluation to identify opportunities for improvement*.*   You are also required to attach certain documents as part of your evidence – review the documents you need to attach as outlined in your in *Section 3* of the *Project Portfolio* and make sure you attach these upon submission. |

1. Submit your completed Project Portfolio

|  |  |
| --- | --- |
| Document | Make sure you have completed all sections of your *Project Portfolio*, answered all questions, provided enough detail as indicated and proofread for spelling and grammar as necessary. Remember to submit all necessary attachments as indicated.  Submit to your assessor for marking. |

Assessment Task 2: Checklist

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Student’s name: | | | | | |
| Did the student: | | Completed successfully? | | | Comments |
| Yes | No | |  |
| Define a complex workplace issue by:   * meeting with stakeholders to identify a complex issue. * providing an overview of their chosen business, including:   + The name of the business   + a description of what the business does   + the job role they perform in the business * describing the complex issue associated with the business, including:   + a brief outline of the issue   + who the stakeholders are and how they are associated with the issue   + analysis and presentation of numeric and financial data illustrating the complex issue   + two objectives when pursuing solutions   + three advantages of solving the issue   + three risks of addressing the issue. * establishing the legislative and organisational requirements related to the complex issue, including:   + a summary of the relevant legislation   + a summary of the associated organisational policies and procedures   + an assessment of any actual or perceived bias. * calculating the resources required for the solution development process * preparing a presentation to present the complex issue to relevant stakeholders. | |  |  | |  |
| Systematically approach decision-making by:   * presenting the scope of their complex issue to relevant stakeholders * using two critical thinking techniques to generate four to six solutions for your complex issue * evaluating each identified solution to establish their feasibility, including:   + success criteria   + constraints   + evaluation of each alternative against the criteria and constraints   + a list of all feasible options. * using one appropriate tool/technique to compare all feasible alternatives with one another, including:   + a description of the tool or technique used   + proof of theircomparison   + an assessment of bias in their decision*-making.* * choosing the best solution and explaining:   + why they chose it   + how it meets the legislation and organisational policy requirements   + risks associated with your solution   + advantages of the chosen solution   + resources required. * prepare a brief on their proposed solution following organisational policy. | |  |  | |  |
| Review their decision and incorporate feedback including:   * presenting their brief to key stakeholders * recording feedback in a feedback register developed according to organisational policies and procedures * incorporating feedback to refine their project brief * using an appropriate format to seek approval to implement the proposed solution * perform a self-evaluation to identify opportunities for improvement | |  |  | |  |
| During interactions demonstrate effective communication skills including:   * Speaking clearly and concisely to articulate their ideas and requirements * Using non-verbal communication to assist with understanding * Asking questions to identify required information * Responding to questions as required * Using active listening techniques to confirm understanding * Using a range of persuasive responses and comparisons in their presentation | |  |  | |  |
| Task outcome: | * Satisfactory | | | * Not satisfactory | |
| Assessor signature: |  | | | | |
| Assessor name: |  | | | | |
| Date: |  | | | | |

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|  |  |
| --- | --- |
| Student name: |  |
| Assessor name: |  |
| Date |  |

Final assessment results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task | Type | Result | | |
| Satisfactory | Unsatisfactory | Did not submit |
| Assessment Task 1 | Knowledge questions | S | U | DNS |
| Assessment Task 2 | Project | S | U | DNS |
| Overall unit results |  | C | NYC |  |

Feedback

* My performance in this unit has been discussed and explained to me.
* I would like to appeal this assessment decision.

Student signature: Date:

* I hereby certify that this student has been assessed by me and that the assessment has been carried out according to the required assessment procedures.

Assessor signature: Date: