



**BSBCRT404**

# Apply advanced critical thinking to work processes

## Assessment 1 of 3

### Short Answer Questions

**Assessor Guide**

Version 1.0 February 2024



## Assessment Instructions

### Task overview

This assessment is divided into **seven (7)** short answer questions. Read each question carefully before typing your response in the space provided.

### Additional resources

To complete some of the questions within this assessment, you will need to access:

- the Work Health and Safety Act 2011 (or the Health and Safety Act from your state or territory)

## Assessment Information

### Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

### Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment [e.g. allowing additional time]
- the evidence gathering techniques [e.g. oral rather than written questioning, use of a scribe, modifications to equipment]

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

## Question 1

In your own words, briefly describe the features and characteristics of the critical thinking concepts listed in the following table. For each, give a brief example of how it may apply to a workplace context.

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- describe the features and characteristics of the provided critical thinking concepts. For each, student must give a brief example of how it may apply to a workplace context.

A sample answer is provided below.

Concept	Description (30-50 words each)	Example of how it applies to a workplace context (10-20 words)
Clarity	Clarity in critical thinking avoids risks of confusion by making the ideas well-thought-out and defined. Clarity is achieved if the critical thinking idea is understood by other people without difficulties.	When presenting ideas to the team or manager, the ideas must be explained clearly.
Accuracy	Critical thinking conveys accuracy if it contains correct and precise ideas, interpretations, processes, and the like to be able to have accuracy. These must be backed up by facts, and they must conform to the truth.	When reviewing workplace processes, every aspect of the process must be analysed accurately and supporting legislative requirements must be also researched.
Logicalness	Logicalness is present when the critical thinking ideas are mutually supporting one another and the combination of them makes sense. It is achieved when the puzzle pieces fit together.  Logic refers to the science of reasonable thinking based on sound judgement. It presents a relationship between facts and evidence.	When presenting ideas to the team or manager, the ideas must be presented in a logical way, following a logical sequence.

## Question 2

In your own words, briefly describe the features and characteristics of the critical thinking approaches listed in the following table. For each, give an example from the workplace when the approach can be applied.

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- describe the features and characteristics of the provided critical thinking approaches. For each, student must give an example from the workplace when the approach can be applied. Workplace examples must be different from the workplace tasks listed in Question 4.

A sample answer is provided below.

Approach	Explanation (20-45 words)	Example from workplace when it can be applied (10-20 words)
<b>Analysing</b>	Analysing is the separating of thoughts and ideas into different parts. For example, these parts may include an idea's strengths and weaknesses and their different possibilities. Analysing allows you to break down information into more manageable parts and relate each part to another.	Analysing can be applied during the review of a policy and procedure document.
<b>Evaluating</b>	Evaluating is making judgments on the value, credibility, or strength of thoughts and ideas. Being impartial and objective is important for evaluation so that the proper judgement can be made. It involves justifying your decision based on information and ideas you have gathered.	When selecting a new technology at the workplace, available technologies should be analysed and evaluated to make a sound decision.
<b>Creating</b>	Creating is considered the highest order thinking skill in Bloom's Taxonomy. It focuses on creating new work or putting together learned information in a new way.	When creating a new procedure based on existing workplace documents and practices.

### Question 3

List the **six (6)** key thinking processes as outlined in the revised Bloom's Taxonomy framework. Briefly outline the characteristics of each process.

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- list the six (6) key thinking processes as outlined in the revised Bloom's Taxonomy framework, then briefly outline the characteristics of each process

A sample answer is provided below.

Bloom's thinking processes (1 word)	Characteristics (5-25 words)
Remembering	Remembering facts and basic concepts e.g. naming, writing, recalling, or describing information that you have read or heard
Understanding	Taking in the information through a series of steps. Being able to classify and interpret concepts or ideas
Applying	Applying learned information to new situations. It includes organising thoughts, asking questions to help you find solutions to a problem

Analysing	Breaking down information or your ideas into smaller parts and seeing how they relate to each other. Drawing connections between ideas
Evaluating	Justifying decisions through learned knowledge
Creating	Creating new processes or putting together learned information in a new way. It could involve developing a new process

**Question 4**

In your own words, explain the value of using the following critical thinking approaches for the workplace tasks described in the following table.

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- explain the value of using the following critical thinking approaches for the workplace tasks described in the following table.

A sample answer is provided below.

Critical thinking approach	Workplace task	Value of the approach (10-30 words)
Analysing	To review and resolve complaints from clients to ensure the highest level of client satisfaction.	Can break down the complaint into parts and examine it methodically and in detail so you can understand the situation and the cause of the complaint.
Evaluating	To advise and consult with clients regarding deductions that can be claimed in a personal tax return.	Will justify the decision on which deductions are allowed by making a judgement on the information that has been provided by the client.
Creating	To initiate improvements to client services.	Ability to develop new approaches that lead to improved client services.

**Question 5**

In the table below, list **five (5)** sources of reliable information relevant to workplace practices. In your own words, describe why they are considered reliable.

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- list five (5) sources of reliable information relevant to workplace practices and describe why they are considered reliable.

A sample answer is provided below.

Examples of reliable information (1-5 words)	Why they are considered reliable (10-25 words)
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1. Colleagues	They can provide feedback, information, and different perspectives regarding the work practice to help you find a solution.
2. Workplace policies and procedures	The policies and procedures provide details and have been developed by the organisation.
3. Government websites	The information they provide should be reliable and accurate because it is a government website.
4. Clients	They can provide feedback, information, and different perspectives regarding the work practice. Feedback could be a complaint or a compliment and could include a survey.
5. Legislation and regulation	Legislation and regulation outline the expectations and requirements set by relevant authorities.

### Question 6

In your own words, explain what the features and limitations are of the following workplace practices.

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- explain what the features and limitations are of the workplace practices provided.

A sample answer is provided below.

Workplace practice	Features and limitations of the workplace practice [25-30 words]
Employees can only accept products exchanges if customer returns the item within 14 days of initial purchase.	There is a set timeframe in which exchanges can be accepted.  Employees can no longer accept product exchanges if the defect appears beyond the 14 days from the customer's initial purchase.
Employees will send an email to the clients to collect their feedback to see if they are satisfied with the way the complaint was resolved.	Employees can request for the customer's feedback on complaint resolution via email.  Employee might not receive a response due to customer ignoring the email or email address is incorrect.

### Question 7

To complete this question, you will need to access the Work Health & Safety Act 2011 or the relevant WHS/OHS Act for your state or territory.

**Scenario**

You are assisting the owner of a business employing several IT support staff. Employees have expressed their disappointment that you do not consult them regarding health and safety matters.

Identify the Health and Safety Act relevant to your State/Territory and list **two (2)** legislative requirements related to owners consulting with employees. Briefly explain the relevance of each requirement and how it impacts on your responsibilities.

Assessor instructions:

The wording may vary in the student's response. However, must identify:

- the Act that they have referred to when completing this question
- legislative requirements for business owners in relation to consulting with employees on workplace safety matters, providing fair and effective representation, consultation, and cooperation.
- clearly described how the legislation impacts their own workplace responsibilities.

Your state/territory [1-3 words]	Act [5-10 words]	Legislative Requirement [3-10 words]	Relevance [20-30 words]	Impact on responsibilities [40-50 words]
<p>For example:</p> <ul style="list-style-type: none"> <li>• Australian Capital Territory</li> <li>• New South Wales</li> <li>• Northern Territory</li> <li>• Queensland</li> <li>• South Australia</li> <li>• Tasmania</li> <li>• Victoria</li> <li>• Western Australia</li> </ul>	<ul style="list-style-type: none"> <li>• Work Health and Safety Act 2011 [ACT]</li> <li>• Work Health and Safety Act 2011 [NSW]</li> <li>• Work Health and Safety [National Uniform Legislation] Act 2011 [NT]</li> <li>• Work Health and Safety Act 2011 [Qld]</li> <li>• Work Health and Safety Act 2012 [SA]</li> </ul>	<p>1. Consult with employees on health and safety matters</p>	<p>This might involve discussing and involving employees in the development, implementation, and review of health and safety policies and procedures.</p>	<p>As an owner or employer, you are responsible for actively engaging with employees to identify potential hazards, assess risks, and develop effective health and safety policies. Involving employees in the decision-making process fosters a culture of collaboration and shared responsibility for workplace safety.</p>

	<ul style="list-style-type: none"> <li>• Work Health and Safety Act 2012 (Tas)</li> <li>• Occupational Health and Safety Act 2004 (Vic)</li> <li>• Occupational Safety and Health Act 2020 (WA)</li> </ul>	<p>2. Provide information and training</p>	<p>Owners may be required to ensure that employees receive adequate information and training regarding health and safety issues relevant to their work, including potential hazards and preventive measures.</p>	<p>Owners or employers are responsible for developing and implementing comprehensive training programs that cover relevant health and safety information. This may include regular updates on safety procedures, emergency response protocols, and any changes in the workplace that could impact safety. Regular communication and training help create a safer work environment and empower employees to take an active role in their own safety.</p>
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**Assessment checklist:**

Students must have completed all questions within this assessment before submitting. This includes:

7 short answer questions to be completed in the spaces provided	<input type="checkbox"/>
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**Congratulations, you have reached the end of Assessment 1!**

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