



BSBCRT311 - Apply critical thinking skills in a team environment

Assessment 1 of 3

Short Answer Questions



Assessment Details

This section is for SUT VE Quality and Compliance review and feedback and must be deleted in the student version of the assessment.

SECTION 1		
UNIT OF COMPETENCY DETAILS		
Code	Title	
CHCCCS036	Support relationships with carer and family	
COURSE AND MODULE DETAILS		
<i>Assessments may be published in more than one course. Add lines for additional courses as needed.</i>		
Course Code (UPed)	Module Number (Order)	Module Code (UPed)
SOE3IS11A	7	M00285A
ASSESSMENT TYPE		
Assessment Method: <i>Select all that apply.</i>	Written Assessment	Choose an item. Choose an item.

SECTION 2
STUDENT INSTRUCTIONS
<i>The following instructions detail the requirements of the assessment and are captured in the LMS assessment page. This includes a description of the student instructions, associated files and submission instructions.</i>
Student instructions
This is assessment 1 of 3 for BSBCRT311 - Apply critical thinking skills in a team environment. This assessment requires you to answer 9 questions to test your knowledge and understanding required of this unit. To be assessed as competent, you must complete all tasks in the spaces required. You are required to download your assessment by clicking on the assessment document icon below (see Let's begin) and upload your completed assessment for submission.
Supporting documents
To answer some of the questions, you will need to access the following documents: N/A
Files for submission
Submit the assessment document with all tasks completed in the spaces provided. Submit the following files: <ul style="list-style-type: none">Assessment document
Submission instructions

Student name: Click or tap here to enter text

Student number: Click or tap here to enter text



PDF File Submissions

Please save all Word documents as PDF files before submitting.

IMPORTANT: Word documents will **not** be accepted.

Most modern web browsers can open and display a PDF file. If you have an older operating system, however, you may need a PDF reader installed on your device such as the Acrobat Reader, available from Adobe.

Windows: Word 2013 and newer

Choose **File > Export > Create PDF/XPS**.

Windows: Word 2010

1. Click the **File** tab
2. Click **Save As**
 - To see the Save As dialog box in Word 2013 and Word 2016, you have to choose a location and folder
3. In the **File Name** box, enter a name for the file, if you haven't already
4. In the **Save** as type list, click **PDF (*.pdf)**.
 - If you want the file to open in the selected format after saving, select the Open file after publishing check box.
 - If the document requires high print quality, click Standard (publishing online and printing).
 - If the file size is more important than print quality, click Minimum size (publishing online).
5. Click **Options** to set the page to be printed, to choose whether markup should be printed, and to select output options. Click **OK** when finished.
6. Click **Save**.

macOS: Office for Mac

To save your file as a PDF in Office for Mac follow these easy steps:

1. Click the **File**
2. Click **Save As**
3. Click **File Format** towards the bottom of the window
4. Select **PDF** from the list of available file formats
5. Give your file a name, if it doesn't already have one, then click **Export**

For more detailed instructions refer to [Microsoft Support](#).

SECTION 3

ASSESSMENT TASK CRITERIA AND OUTCOME

This assessment will be graded as Satisfactory (S) or Unsatisfactory (US).

To achieve Satisfactory; valid, sufficient, authentic, and current evidence of meeting the criteria must be submitted.

Refer to the mapping spreadsheet for details for this unit.

SECTION 4

ASSESSMENT DETAILS

Please refer to SECTION 2 to confirm how the assessment tools will be built and the methods that will be used to collect evidence i.e., Student's will type answers directly into LMS or will upload of files of completed assessment tasks.

The STUDENT INSTRUCTIONS above will be added directly into the LMS.

All associated files will be accessed via the LMS, as will any Assessor Guides, Matrix, Templates etc.

Students and Assessors have restricted permissions in the LMS. Assessor Guides, including model answers, will be available to Assessors ONLY.

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The following pages contain the draft assessment which will be built into the LMS once reviewed. This includes:

- Instructions to students
- Questions /tasks
- Templates /tables where applicable
- Links to supporting files /websites
- Instructions to assessors
- Sample answers /examples of benchmark answers

SECTION 5

STAKEHOLDERS AND SIGN OFF

List all that apply for each of the stakeholder roles below.

UPed Learning Designer/Author name	EduWorks / Rychelle Carmody
SOE Quality and Compliance Manager name	
SUT VE Quality Compliance name	
Date approved	

Assessment Instructions

Task overview

This assessment task is divided into 9 questions. Read each question carefully before typing your response in the space provided.

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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.

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Question 1

Read the scenario and answer the questions that follow:

Scenario

You are part of a team working at a medium-sized company that provides IT support services. Recently, the company has experienced a decline in customer satisfaction due to delays in resolving technical issues. Your manager has asked your team to identify the root causes of this problem and suggest strategies to improve the situation.

Describe 2 strategies you can use to analyse and identify workplace problems as a team?

(Word count: Approximately 15 - 60 words per strategy)

Assessor instructions: Benchmark standards of student responses provided below, however students' wording will vary.

Two (2) strategies to identify workplace problems	Example 1: The team identifies that there is a decline in customer satisfaction based on recent feedback and customer complaints. Example 2: The team identifies that the technical support team is experiencing delays in resolving customer issues.
Two (2) strategies to analyse workplace problems.	Example 1: The team analyses the delays by investigating the staffing levels and finds that there are not enough IT staff to handle the current volume of customer requests, causing a backlog. Example 2: The team analyses the issue by looking into the workflow processes and discovers that there is an inefficient ticketing system that causes confusion and delays when prioritising and resolving technical issues.
	Other strategies can include: <ul style="list-style-type: none">• Consult with key stakeholders, including customers and other departments, to gain different perspectives on the issues being faced.• Conduct a SWOT Analysis• Use the 5 Why techniques to identify the root cause of the issue• Gather feedback from employees and customers through surveys and questionnaires to identify common problems and areas needing improvement.

Question 2

Read the scenario and answer the question that follows:

Scenario

You are part of a customer service team at Sunshine Retail, a chain of retail stores across Australia. The company wants to improve its overall performance by implementing the Australian Business Excellence Framework (ABEF). Your team has been assigned to a project to improve customer service in all stores using the ABEF principles.

Describe the 7 steps you will need to take to apply the Australian Business Excellence Framework (ABEF) to improve customer service at Sunshine Retail?

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(Word count: Approximately 10 - 50 words per step)

Assessor instructions: Benchmark standards of student responses provided below, however students' wording will vary.

1.	Leadership: Set clear vision and values, promote ethical behaviour, and inspire high performance.
2.	Strategy and planning: Develop goals, plan effectively, and align resources to meet objectives.
3.	Customer focus: Understand customer needs, deliver value, and build strong relationships.
4.	Information and knowledge: Use data and knowledge to support decision-making and innovation.
5.	People: Attract, develop, and retain talent, and create a positive work environment.
6.	Process management: Design, manage, and improve processes for efficiency and effectiveness.
7.	Business results: Monitor and measure performance for continuous improvement and achieving goals.

Question 3

Describe how each piece of legislation guides your actions and decisions in the workplace. (Word count: Approximately 20 - 30 words per strategy)

Assessor instructions: Responses must include an explanation as to how legislation guides their actions and decisions. A sample answer is provided below.

Work Health and Safety Act 2011 (Word count: Approximately 15-20 words each)	Ensures safety procedures are complied with to keep a safe workplace, for instance, reporting hazards to maintain a safe work environment for everyone.
Equal Employment Opportunity Act (Commonwealth Authorities) 1987 (Word count: Approximately 15-20 words each)	Promotes fair treatment and prevents discrimination, ensuring all colleagues are treated equally regardless of race, gender, or other characteristics.
Privacy Act 1988 (Word count: Approximately 15-25 words each)	The Privacy Act 1988 ensures all personal information is handled responsibly, ensuring you collect, store, and use personal data ethically and securely by respecting privacy rights.

Question 4

Read the scenario and answer the question that follows. (Word count: Approximately 35 - 45 words per strategy)

Scenario

You work in marketing at GreenTech Solutions, a company making eco-friendly tech for over 25 years. They have a large client database of over 15,000 people and a solid reputation for their eco-friendly products.

The company wants to launch a new solar-powered portable charger that can last up to 12 hours once charged in the sunlight and comes with . Your job is to create a marketing plan for the launch.

How would you use SWOT Analysis to develop a marketing strategy for the new solar-powered portable charger?

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Assessor instructions: Responses must show the use of a SWOT Analysis for the scenario. A sample answer is provided below.

Strengths (Word count: Approximately 35-40 words)	Highlight the product's unique feature: it's solar-powered and eco-friendly, which appeals to environmentally conscious consumers. Leverage GreenTech Solutions' strong reputation for innovation and quality in the tech market. Use the existing customer base interested in sustainable technology.
Weaknesses (Word count: Approximately 35 - 40 words)	Address the limited marketing budget, which could restrict your promotional activities. Acknowledge the company's limited experience with portable chargers compared to competitors. Consider potential production delays due to the complexity of the solar technology.
Opportunities (Word count: Approximately 30 - 35 words)	Exploit the growing market trend towards sustainable and green products. Explore partnerships with eco-friendly brands or influencers to boost visibility. Take advantage of increasing consumer awareness about renewable energy and sustainability.
Threat (Word count: Approximately 40 - 45 words)	Prepare for strong competition from established brands with similar or superior products. Stay alert to potential changes in environmental regulations that might affect product features or marketing claims. Mitigate risks of economic downturns that might reduce consumer spending on new tech gadgets.

Question 5

Briefly describe the advantages of each perspective when asking questions and give a brief example. (Word count: Approximately 20 - 30 words per strategy)

Assessor instructions: Responses must provide a description and example for each advantage. A sample answer is provided below.

Advantage	Description	Example
Broader insight	You get more ideas and spot issues you might miss on your own. This helps you understand the problem better and see it from all angles.	In a team meeting, one person might notice that a project deadline is unrealistic while another might suggest a different approach to meet the deadline more effectively.
Better problem solving	You combine different experiences to find more effective solutions. This leads to creative and practical ways to address issues.	When planning an event, one team member's experience with logistics and another's creativity can together create a well-organised and exciting event.
Less bias	Different views help avoid personal biases, leading to fairer decisions. This ensures that the solutions are balanced and objective.	In a hiring process, getting opinions from multiple team members helps avoid favouritism and ensures the best candidate is chosen.

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Question 6

Describe each of the critical thinking techniques and provide an example for each. (Word count: Approximately 20 - 30 words per strategy)

Assessor instructions: Responses must include a description and example for each critical thinking technique. A sample answer is provided below.

Critical thinking technique	Description	Example
Analysing arguments	Break down arguments to see if they make sense. Look at the main points and see how well they connect.	When considering a new software system, identify the key points like cost savings and improved efficiency, then check if the evidence supports these claims.
Problem-solving	Use logical steps to find solutions. Apply techniques like brainstorming and root cause analysis.	When facing late project deliveries, use the 5 Whys technique to find the root cause, like communication issues, and brainstorm solutions like regular status meetings.
Reflective thinking	Think about your thought process to improve future reasoning. Learn from past decisions.	After a project is completed, reflect on what went well or not so well and use these insights to improve future decision-making.

Question 7

Complete the table and describe the key features of the below criteria used to evaluate and assess potential solutions to a workplace problem. (Word count: Approximately 10 – 15 words per strategy)

Assessor instructions: Responses must include description of each key feature of effective criteria. A sample answer is provided below.

Key features of effective criteria	Description
Relevant	Criteria should directly relate to the problem and the goals of the solution.
Specific	Criteria should be clear and precise, making it easy to measure and compare solutions.
Objective	Criteria should be unbiased and based on facts, not personal opinions.
Achievable	Criteria should be realistic and attainable given the resources and constraints.
Consistent	Criteria should be applied uniformly to all solutions to ensure a fair comparison.

Question 8

When solving problems, why is it important to stay within the scope of your job role and follow workplace boundaries? (Word count: Approximately 45 - 50 words per strategy)

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Assessor instructions: Responses must include the importance of staying within the scope of their job role, following workplace boundaries. A sample answer is provided below.

Staying within the scope of your job role and following workplace boundaries ensures that your solutions are practical, legally compliant, and aligned with company policies. It also helps in avoiding potential legal or ethical issues, considering the impact on others, and ensures your ideas are feasible and inclusive.

Question 9

The following table are a list of methods to develop individual and creative thinking skills. Describe how each method can help improve your critical and creative thinking skills.

(Word count: Approximately 20 - 25 words per strategy)

Assessor instructions: Responses must include methods to develop individual and creative thinking skills. A sample answer is provided below.

Practicing problem solving (work count: approximately 20-25 words)	Regularly solving complex problems helps develop analytical skills and encourages thinking outside the box, enhancing both critical and creative thinking.
Seeking diverse perspectives (work count: approximately 20-25 words)	Exposure to different viewpoints broadens your understanding and helps you see problems from multiple angles, fostering open-mindedness and creativity.
Reflect on your own thinking (work count: approximately 20-25 words)	Reflecting on your thought processes helps you identify biases and improve your reasoning skills, leading to more logical and creative solutions.
Asking questions (work count: approximately 20-25 words)	By questioning assumptions and seeking evidence, you learn to analyse information critically and think deeply about problems, leading to better decision-making and innovative solutions.



Congratulations you have reached the end of Assessment 1!

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