

# Learning Assessment Guide

## Unit Standard 9695 – Version 4

### Examine a problem-solving model and associated techniques

#### Level 4 – 3 Credits

<b>Assessment Summary</b>			
<b>Learner to complete</b>			
<b>Learner's name:</b>			
<b>Employer:</b>			
<b>NSN no. (ROL):</b>		<b>DOB:</b>	
<b>Signed:</b>		<b>Date:</b>	
<b>Assessor to complete</b>			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
<b>Assessor's name:</b>		<b>Assessor's No.</b>	
<b>Signed:</b>		<b>Date:</b>	

## Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Examine a problem-solving model
- Explain problem-solving techniques
- Match problem-solving techniques to specific situations

This Learning Assessment Guide is made up of:

- One task for you to complete.
- Assessment Guide that the assessor will use to assess your competence.

## Assessment Task One – Elements 1, 2 and 3

### Introduction

Assessment task one is designed to assess your ability to examine a problem-solving model, explain problem-solving techniques and match them to specific situations.

### Instructions

Select a problem solving model that you have used previously. The model should have demonstrable techniques that will supply you with the scope to provide responses to all the questions raised in this assessment. If you are unsure, discuss this with your assessor before starting.

Answer the following questions. Your assessor may ask you further questions after reading your work.

### Questions

1. Select a problem solving model you are familiar with. List each stage of the model and provide a brief description of what that stage involves. There should be at least three problem solving techniques used in the problem solving model selected.

2. For each stage of the model you described in the last question, identify a problem solving technique. (E.g. for exploration of solution options, brainstorming would be an appropriate technique.)

3. Provide a more detailed description for three of the problem solving techniques used in the model examined in question 1.

4. Using the table below, describe the three problem solving techniques (identified in question 1) and their associated process by identifying and separating their creative, analytical and sequential processes, where applicable. An example is provided below.

<b>Problem solving technique</b>	<b>Description of creative processes</b>	<b>Description of analytical processes</b>	<b>Description of sequential processes</b>
<i>The Delphi Technique</i>	<i>Free flow of ideas Unstructured</i>	<i>All ideas assessed analytically</i>	<i>Ideas are sought independently Analytical ranking and deliberating Solution trialled.</i>

5. What are two advantages and two disadvantages to each of the three problem solving techniques that you described in question 3?

<b>Problem solving technique</b>	<b>Two advantages</b>	<b>Two disadvantages</b>
<b>1</b>		
<b>2</b>		
<b>3</b>		

6. Briefly discuss two specific situations where you have used different problem solving techniques and explain the reasons why each technique was selected. The situations you choose should include how culture, gender, age, ethnicity, backgrounds, ethics etc. Influenced the situation

### **Situation 1**

### **Situation 2**

**The completed assessment for task one will include:**

Answers to questions 1 – 6.

## Assessment Guide

These are the evidence and judgements that your assessor will use to assess your competence in unit standard 9695.

<b>Task / Element</b>	<b>Evidence required</b>	<b>Judgement</b>
<p><i>Task 1 / Element 1</i></p> <p>Examine a problem-solving model</p> <p>Questions 1 &amp; 2</p>	<p>Description of one problem solving model.</p> <p>Description includes an outline of the problem solving techniques used at each stage of the process.</p>	<p>An appropriate problem solving model is selected.</p> <p>There are at least three problem solving techniques used in the problem solving model selected.</p>
<p><i>Task 1 / Element 2</i></p> <p>Explain problem-solving techniques</p> <p>Questions, 3, 4 &amp; 5</p>	<p>Description of the three problem solving techniques identified in question 1.</p> <p>Description includes two advantages and two disadvantages of each of the three problem solving techniques.</p>	<p>They are correctly described in terms of the creative, analytical and sequential processes that are involved.</p> <p>Two advantages and two disadvantages are given and are correct.</p>
<p><i>Task 1 / Element 3</i></p> <p>Match problem-solving techniques to specific situations</p> <p>Question 6</p>	<p>Description of two situations where problem solving techniques were used.</p> <p>Description includes the reasons why each technique was selected for the specific situation.</p>	<p>The description shows how culture, gender, age, ethnicity, backgrounds and ethics influence the situation.</p> <p>The reasons for using the selected technique justify its selection.</p>