Level 3 Creative problem solving (7540-388/7630-322)

Assignment guide for Candidates

Assignment A

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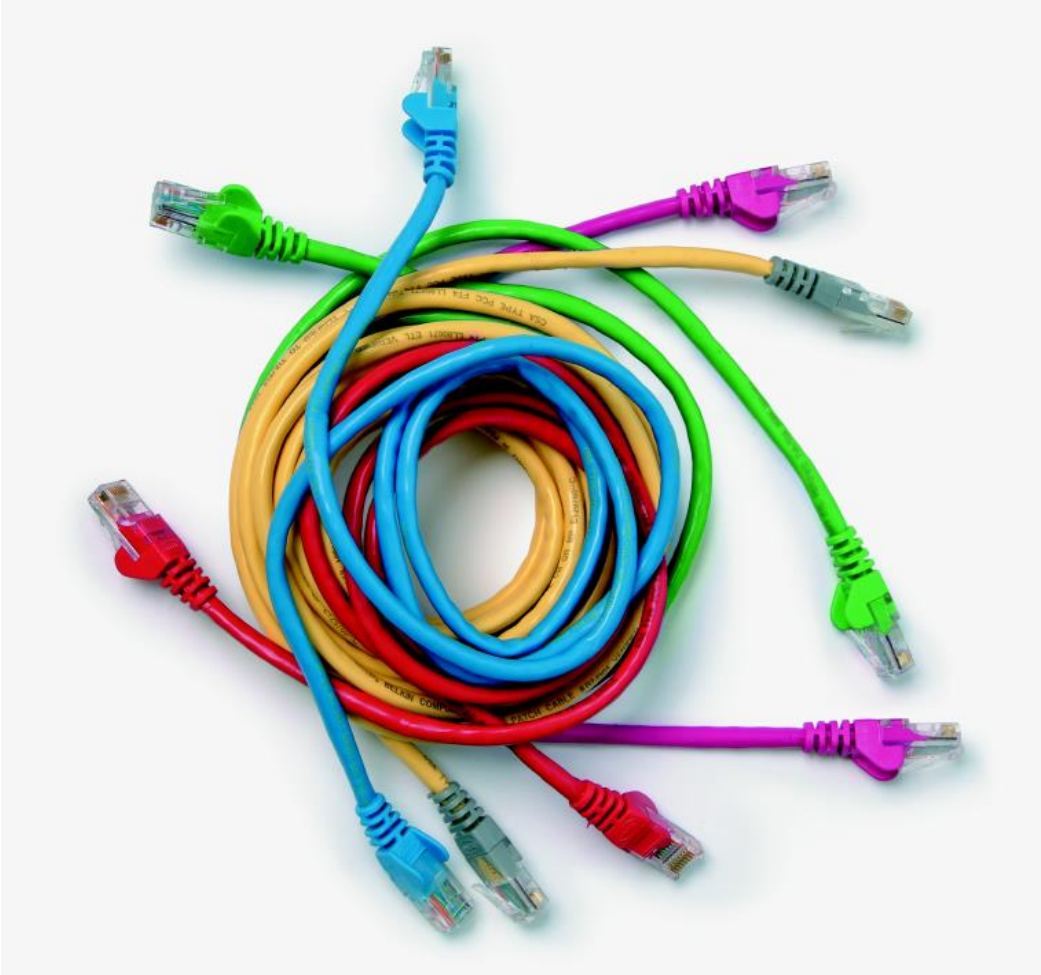

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City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)844 543 0000 (Centres) **www.cityandguilds.com**
T +44 (0)844 543 0033 (Learners) **learnersupport@cityandguilds.com**

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Level 3 Creative problem solving (7540-388/7630-322)
Assignment A
Introduction – Information for Candidates

About this document
This assignment comprises all of the assessment for Level 3 Creative problem solving (7540-388/7630-322)

Health and safety
You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion will be stopped and a suitable warning given. You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, you must acquire the habits required for the workplace.

Time allowance
The recommended time allowance for this assignment is 2 hours.

Level 3 Creative problem solving (7540-388/7630-322)
Candidate Instructions

Time allowance: 2 hours

Assignment set up:

This assignment is made up of **three** tasks

- Task A – Identify and analyse the problem
- Task B – Plan, monitor and evaluate a proposed solution to the problem
- Task C – Review the problem solving approach and the proposed solution

Scenario

You work as an IT manager for Martin Haulage and Logistics Limited, which has five depots across the United Kingdom and employs 500 staff. Part of your job is to supervise the two IT technicians who carry out upgrades, repairs and troubleshoot across the company. Although they are based in your office, they are mobile and travel to different depots as required. You have a 'technical helpline' for IT problems and can remotely access machines if required. As the company is dependent upon continual electronic information, it is important that systems and machines are kept operational or repaired quickly.

You have been asked to upgrade the company's IT operating system and office software to the latest version and have been given a 6 month deadline for completion.

Read all of the instructions carefully and complete the tasks in the order given.

Task A – Identify and analyse the problem

1 Describe how the following techniques can be used to obtain information on the problem.

- Brainstorming (thought showers).
- Facilitation (group).
- De Bono's 6 thinking hats.

2 Using the BOSCARD template, create a written problem statement that clearly defines what the problem in the scenario actually is and what would be required.

3 Use the problem statement to create a written impact statement on the time, cost and staffing issues.

4 Apply the 5 Whys technique to the problem and produce an analysis to look at the potential causes and solutions to the problem.

5 Describe how the following techniques might be used to collect data.

- Interviewing.
- Sampling.
- Surveying.
- Tally sheets.
- Benchmarking.

6 For the given scenario, give an example of how you would use **one** of the techniques in Task A5.

7 Describe how the following techniques could be used to analyse the collected data.

- Critical review.
- Pareto analysis.

8 Identify **two** alternative solutions. Give **one** benefit **and** the corresponding effort for **each**.

Task B – Plan, monitor and evaluate a proposed solution to the problem

1 For your preferred solution, produce an implementation plan which shows at least **six** tasks and their associated timescales using a Gantt chart or similar technique. A Gantt chart template is provided.

2 Using the implementation plan created in Task B1, justify the preferred solution together with its corresponding implementation approach by means of a 5 minute presentation.

Task C – Review the problem solving approach and the proposed solution

1 Based on your implantation plan, identify **three** potential problems that might occur **and** state how you could resolve them.

2 Assuming you have successfully implemented your solution, describe how success will be measured.

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

End of assignment

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1 Giltspur Street
London
EC1A 9DD
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www.cityandguilds.com

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