



LCLM 4004

Problem Solving and Decision Making

First things first

Let's take the register.....to double
check we are all in the right place 🤔

Week 1

Introduction to the Problem Solving and Decision-Making module



My name is

And I will be your
lecturer for this
module.

Module Structure

This module will run the same as your modules in the previous term.

- 10 weeks of teaching
- 4-hour class each week
- Extensive Academic Programme (EAP) workshops are available online. You **MUST** check your emails for the dates/times of these sessions.
- There are also Study Skills sessions that you can book for additional and bespoke support.



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September 2026 – Term Dates

Teaching Weeks	1	2	3	4	5	6	7	8	9	10	Assessments		Term Break					
Mon	07-Sep	14-Sep	21-Sep	28-Sep	05-Oct	12-Oct	19-Oct	26-Oct	02-Nov	09-Nov	16-Nov	23-Nov	30-Nov	07-Dec	14-Dec	21-Dec	28-Dec	04-Jan
Tue	08-Sep	15-Sep	22-Sep	29-Sep	06-Oct	13-Oct	20-Oct	27-Oct	03-Nov	10-Nov	17-Nov	24-Nov	01-Dec	08-Dec	15-Dec	22-Dec	29-Dec	05-Jan
Wed	09-Sep	16-Sep	23-Sep	30-Sep	07-Oct	14-Oct	21-Oct	28-Oct	04-Nov	11-Nov	18-Nov	25-Nov	02-Dec	09-Dec	16-Dec	23-Dec	30-Dec	06-Jan
Thu	10-Sep	17-Sep	24-Sep	01-Oct	08-Oct	15-Oct	22-Oct	29-Oct	05-Nov	12-Nov	19-Nov	26-Nov	03-Dec	10-Dec	17-Dec	24-Dec	31-Dec	07-Jan
Fri	11-Sep	18-Sep	25-Sep	02-Oct	09-Oct	16-Oct	23-Oct	30-Oct	06-Nov	13-Nov	20-Nov	27-Nov	04-Dec	11-Dec	18-Dec	25-Dec	01-Jan	08-Jan
Sat	12-Sep	19-Sep	26-Sep	03-Oct	10-Oct	17-Oct	24-Oct	31-Oct	07-Nov	14-Nov	21-Nov	28-Nov	05-Dec	12-Dec	19-Dec	26-Dec	02-Jan	09-Jan
Sun	13-Sep	20-Sep	27-Sep	04-Oct	11-Oct	18-Oct	25-Oct	01-Nov	08-Nov	15-Nov	22-Nov	29-Nov	06-Dec	13-Dec	20-Dec	27-Dec	03-Jan	10-Jan



Please feel free to take a photo for your own records.

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Module Delivery Scheme

- Week 1:** Introduction to the Module
- Week 2:** Component 1 Launch
- Week 3:** PESTEL Analysis
- Week 4:** Cause and Effect (Fishbone) Diagram
- Week 5:** Component 1 Workshop
- Week 6:** Component 1 - Individual Presentation Assessment



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Module Delivery Scheme

- Week 7:** Component 2 Launch and PMI Evaluation Technique
- Week 8:** Implementation Plans
- Week 9:** Key Performance Indicators and SMART Objectives
- Week 10:** Component 2 Workshop
- Week 11:** Component 2 Submission Deadline
- Week 12:** Component 2 Submission Deadline for students with pre-approved Compensatory Measures



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Each Week...

- The lecture delivery will be directly linked to the assignment tasks.
- You are expected to work on your assignment and bring your drafts to the class.
- Additional academic sessions are available to you to support your progress with your assignment.



Assessment

Your programme of study is Cert HE in Business Skills for the Workplace.

Therefore, to be successful in this module, you need to demonstrate a wide range of competencies that will benefit you and/or your future employers.

This includes, for example, demonstrating that you can:

- Undertake research
- Analysis data
- Deliver a verbal presentation to an audience
- Prepare a business report
- Meet deadlines

Assessment

Component 1: 5 – 10minute Individual Presentation (weighting 50%)

- Launch: Week 2 – week commencing Monday 14th September 2026
- Submit: Week 6 – week commencing Monday 12th October 2026
 - Note: Presentations will take place during the lecture session in week 6

Component 2: 1,500-word Individual Report (weighting 50%)

- Launch: Week 7 – week commencing Monday 19th October 2026
- Submit: Week 11 – by 10:00am Tuesday 17th November 2026



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Component 1

The individual presentation requires you to present in front of some of your group members.

How do you feel about this??



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Advice....



- There will be plenty of support available to help you with your presentation.
- Each week you will work on your presentation, and we will discuss your progress.
- There is a very close correlation between non-attendance/non-engagement in the classes and students failing this module.
- It is extremely important you attend **AND** engage with your classes each week....I can't teach you if you are not open to learning!

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Now that we have got some of the administration out of the way....



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So, a few things about myself...

- 1) What I was like as a student.
- 2) Other than teaching, what other jobs I have had.
- 3) What I enjoy about teaching.
- 4) My favourite film is....

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- 1) What is your name
- 2) Why did you decide to study at UWTSD...and are you **still** motivated to achieve this?
- 3) Identify a characteristic/attribute that you think contributes to a positive classroom experience. Explain why you think this is important.
- 4) What is your favourite film...and why?



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Week 1 Session 2

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The Teaching and Learning Environment



In Teacher Training courses, we are always told that the nature of the 'Classroom Community' is an extremely important element in the 'Teaching and Learning Environment'.

- What do you understand by the term 'Community'?
- What do you understand by the term 'Class Community'?
- How can the Class Community impact your ability to learn?





Question 1

How can you help build and contribute to the Class Community?

- Give one example of what you could do to help another student with their learning.

Question 2

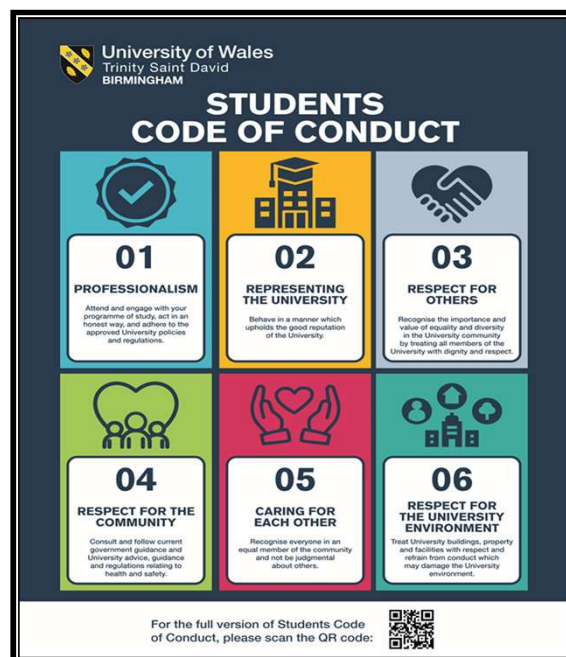
What help and support would you like to receive from the Class Community?

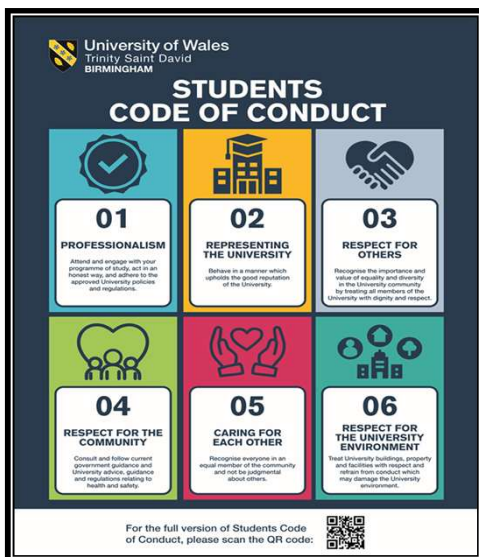
- Give one example of an action that another student could do to help you with your learning.

Can you see The Students Code of Conduct poster in the classroom?

Take a photo of it if you need to.

Let's take our time and review each of the six pillars.





Small group exercise

Provide a practical example of how each of the six pillars can be demonstrated:

01 ...act in an honest way...

02 ...upholds the good reputation...

03 ...with dignity and respect...

04 ...relating to health and safety...

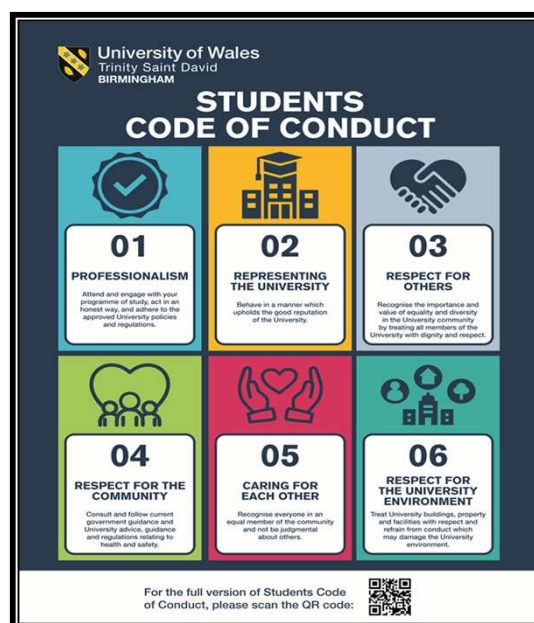
05 ...not be judgemental...

06 ...conduct that may damage the university environment...

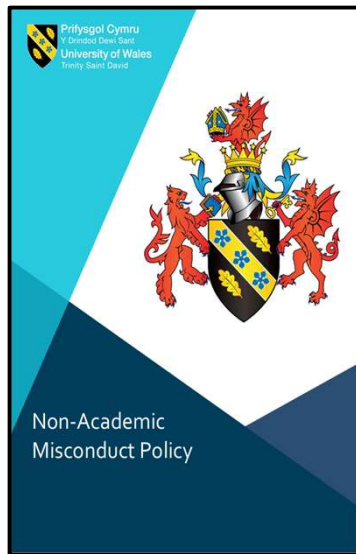
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It is **essential** that we create an environment that allows us to teach and learn effectively.

In the earlier session you identified a characteristic/attribute that you thought contributed to a positive classroom experience...which pillar would your example come under?



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24	Completion of Procedures and Independent Review.....24
25	Confidentiality parameters.....24
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28	Resource implications.....25
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Please be mindful that adhering to **all** elements of The Student Code of Conduct is **compulsory!**

The University has a very clear Misconduct Policy.

Appropriate action **will be** taken if a student breaches The Student Code Of Conduct.



@





There are no two ways about it, **studying is very hard** and frustrating, and boring, and time-consuming, etc. etc. etc.

BUT... if you can persevere, there will be endless positive opportunities available to you.

AND, these opportunities will continue to have a positive impact on generations that follow you!

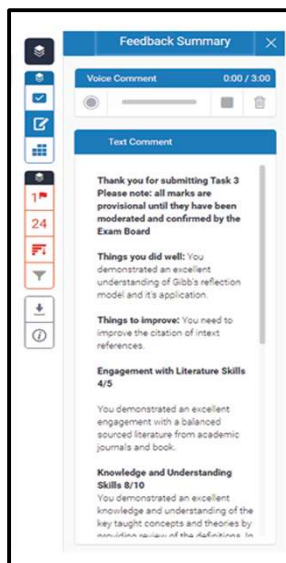




Week 1 Session 3

So....how are you
going to ensure
you perform to the
best of your ability
this term and
achieve your
goals?





Have you accessed your grades and feedback from your first term?

Your feedback will be available to you on Moodle via Feedback Studio.

- The easiest way to find it is to navigate to your submission link and click on the Similarity Report.
- This will open a Feedback Studio where you can access your feedback.

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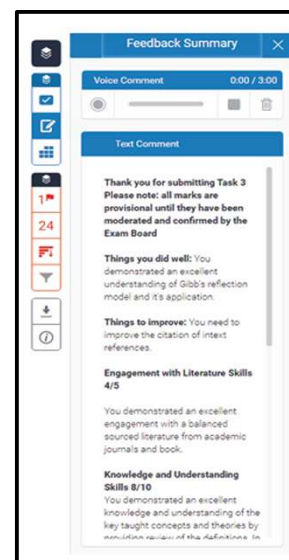
For example:

LCLM4001 – Academic Skills

- What positive strengths were identified.
- What areas of improvement were identified.

LCLM4002 – Digital Skills

- What positive strengths were identified.
- What areas of improvement were identified.

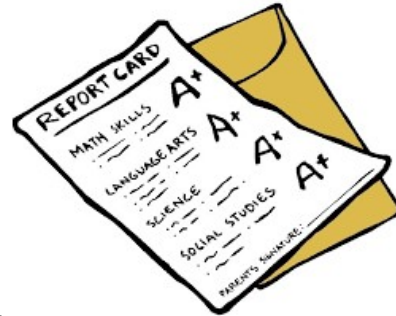


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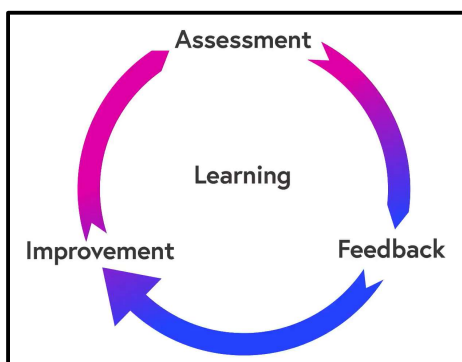
Based on your feedback, you may notice some recurring comments that highlight areas for improvement.

For example:

- Referencing style
- Proof reading
- Grammar/punctuation/spelling
- Report structure
- Presentation style
- Etc.



Please ensure that (this term) you make use of the additional support provided to you in the Academic Practice and Study Skill sessions.



The feedback you receive is bespoke to your assignment.

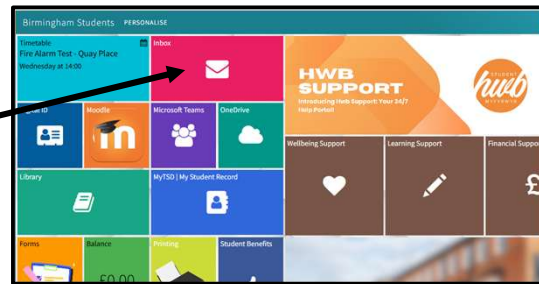
Actively engaging with it will help you in your future studies.

Feedback is not just about pointing out areas for improvement; it's about unlocking your potential!

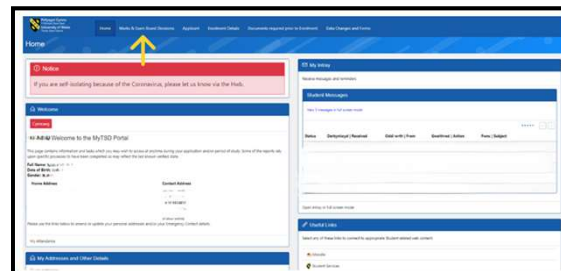
Success isn't about perfection; it's about progress!

Exam Board Outcome

You should have received (or will do shortly) an email from the Birmingham Assessments team regarding your results and the Exam Board Decision.



It is extremely important you follow the advice provided and access MyTSD - especially if you failed an assignment or did not submit an assignment in your first term.



Student Engagement

You have enrolled on a **FULL-TIME** course.

If you had a full-time job, you would work approximately 40 hours per week.

As a general rule, the Guided Learning hours VS Independent Learning hours is a ratio of 1:4

Problem Solving and Decision-Making module:

Guided Learning (i.e. taught) hours per week = **4 hours**

Independent Learning is 4 hours x 4 = **16 hours**

Total = 20 hours per week for this module.

Student Engagement is **NOT** simply about attending a class...it is about how much you **actively** read, research, prepare and organise yourself for your classes and assessments.



You are **strongly** encouraged to bring a laptop with you to each class.

If you do not have a laptop, then you can access one of UWTSD laptops.



There are a limited number of laptops available, so you will need to come in early before the start of your class to access one of these.



It is also recommended that you bring a notebook and pen, too.

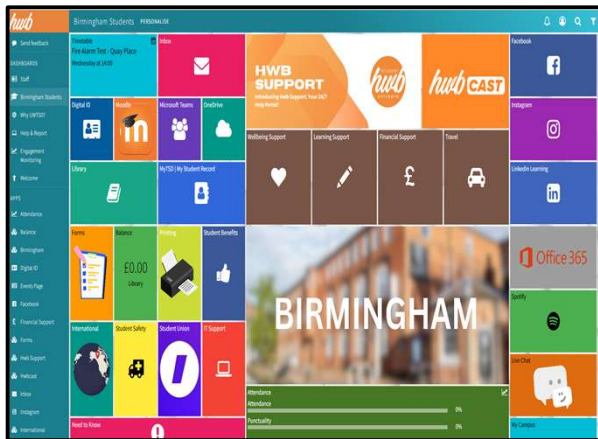
Arriving to class with **only** your mobile phone is totally inappropriate and demonstrates a very **immature approach** to studying at HE level.

You are expected to attend your class in-person every week.



Each week the lecture will be recorded. Your lecturer will let you know where/how you can access these.

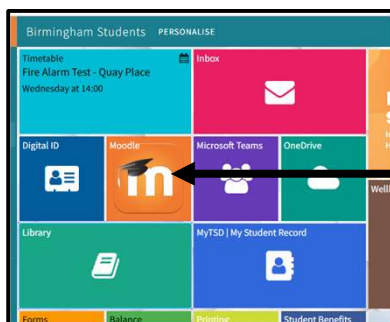
If you are absent from the class, you will be able to access a recording of the lecture **AFTER** the session has been concluded.



All the information you need to be successful, on this course and in this module, is available on the Student Hub

It is important that you familiarise yourself with all the tiles within the site.

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All the lecture material needed for this module is available in the Problem Solving and Decision-Making tile within Moodle.



Module Tile



Home Page

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Programme and Module Details

- [General Information for Students \[Padlet\]](#)
- [Programme Handbook and Module Directory 2026 - 2027 PDF](#)
- [LCLM4004 Module Descriptor](#)

Supportive information for studying and referencing

- [Online reading list](#)
- [Harvard Reference Handbook](#)
- [Learning Support](#)
- [Library and Learning Services at UWTSO](#)
- [Cite Them Right - Referencing Help](#)
- [Study skills booklet](#)

On the covering page you will find a Welcoming Statement from the Module Leader.

When you scroll down you will find important links to various supporting material.

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Essential reading (5)

Material which is an essential part of the course and students are expected to draw on as a core part of their learning. Must be available from the library and should be available online.

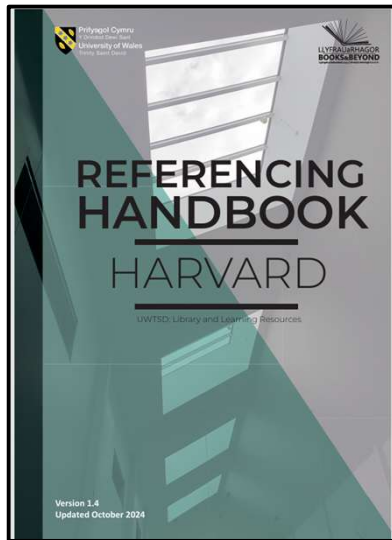
- ☐  **Super Series Solving Problems and Making Decisions 5th Edition**
E-book | 5th Edition, Routledge, 2013, Total pages 134
[Full details](#) [Library processing](#)
[Essential](#)
- ☐  **The Problem-Solving, Problem Prevention, and Decision-Making Guide**
E-book | Bob Sproull, 1st, Routledge, 2018, Total pages 222
[Full details](#) [Library processing](#)
[Essential](#)
- ☐  **The Business Environment: A Global Perspective**
E-book | Ed Thompson et al, 9th Edition, Pearson, 2023
[Full details](#) [Library processing](#)
[Essential](#)
- ☐  **Creative problem solving for managers : developing skills for decision making and innovation**
E-book | Proctor, Tony, Tony Proctor author, Fifth edition., New York : Routledge, 2019, Total pages 1 online resource
[Full details](#) [Library processing](#)
[Essential](#)
[View online](#)

To be successful in your assessments, you will need to undertake independent reading and research around the topic area.

Essential academic sources have been identified for you in the Online Reading List.

You are expected to access and utilise these, and other credible, sources in your assignments.

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REFERENCING HANDBOOK: HARVARD

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What is referencing?.....	3
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2.

You are strongly advised to download and save a copy of this Reference Handbook.

You will need to refer to this handbook **continually** for both of your assignments in this module.



To book a one-to-one Study Skills appointment, email:
studyskillsdistance@uwtsd.ac.uk

Learning Support is also available to you outside of your timetabled hours.

To book Study Skills please email: studyskillsdistance@uwtsd.ac.uk →

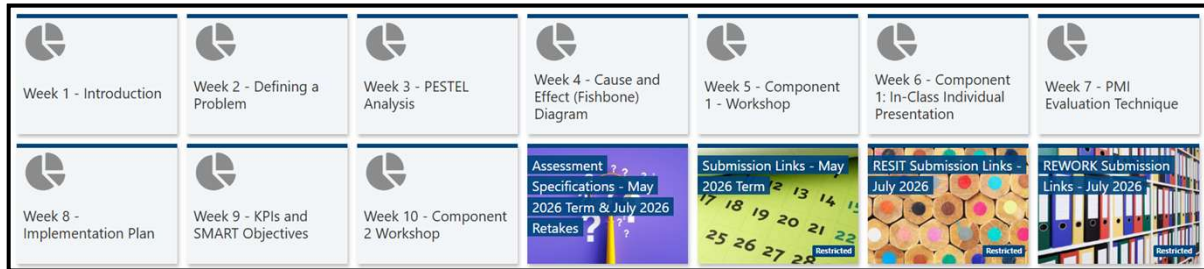
Study Skills Support

Study skills support is available to all University of Wales Trinity Saint David students who need assistance with their studies.

Mondays	1-3pm 5-7pm (Welsh support available)
Tuesdays	10am-12pm 1pm-3pm 5pm-7pm (Welsh support available)
Wednesdays	10am-12pm
Thursdays	10am-12pm 1pm-3pm 5pm-7pm
Fridays	10am-12pm

When you scroll down on the Home Page, you will find tiles for:

- Each week of lecture material
- Assessment Specifications (assignments)
- Submission Links (for your assignments).



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If, for any reason, you are absent from class then it is **YOUR** responsibility to:

- Access and review all the lecture material for that week.
- Access and review the Team recording of the lecture you have missed.
- Complete the class exercises.
- Continue to make progress with your assignment preparation.
- Ensure that when you 'return' to class, you have 'caught-up' on any missed work.



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WORKSHOP

For the remainder of this session, please take the time to familiarise yourself with:

- Your feedback and grades from term 1
- Your student email account
- The Learning Support available
- The Harvard Reference Handbook
- The Module Moodle site
- The Online Reading List

HOMEWORK

Do you remember what we said about the Guided Learning hours VS Independent Learning hours???

Guided Learning (i.e. taught) hours per week = 4 hours

Independent Learning is 4 hours x 4 = 16 hours

Total = 20 hours per week for this module.

Use your Independent Learning time to familiarise yourself with any of the outstanding material (i.e. the bullet points on the previous slide) that you did not have time to review in class.

Any questions



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