Australian Government

Department of Education, Employment and Workplace Relations

AURC252327A Identify, clarify and resolve problems

Release: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

AURC252327A Identify, clarify and resolve problems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency covers the competence to identify and clarify the nature of problems, decide on the best solution, implement and evaluate solutions and assist others to identify and resolve problems.

Application of the Unit

Application of the unit	This unit provides a process to apply when addressing a problem and has application throughout the automotive industry

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify problems	1.1. Signs of problems are identified and/or anticipated
2. Clarify nature of the problem	2.1. Information and evidence is gathered from a variety of sources
	2.2. A detailed analysis of the information is prepared, listing all options
	2.3. Relevant and irrelevant components of the problem are distinguished, within the available timeframe
3. Determine criteria for optimal solution	3.1. Criteria for the desired solution are defined
	3.2. Options and/or strategies are identified or devised
	3.3. Strengths and weaknesses of each option and/or strategy are considered against determined criteria
	3.4. The optimal solution is determined
	3.5. An implementation strategy is prepared and presented to designated persons for approval
4. Implement solution	4.1. The chosen solution is implemented within available timeframe
5. Evaluate and report on effectiveness of solutions and outcomes	5.1. Criteria are established to determine if chosen solutions resolve the problem
	5.2. The chosen solution is evaluated against the determined criteria
	5.3. Follow-up procedures are implemented by investigating things that have gone wrong and developing contingency arrangements
	5.4. The effectiveness of the solution is reported to the workgroup or designated persons
6. Assist others to identify, clarify and resolve problems in the workplace	6.1. Others are assisted to anticipate or identify the indicators of a problem
	6.2. Others are assisted to investigate the problem
	6.3. Others are assisted to devise and evaluate alternative options and/or strategies
	6.4. Others are assisted to implement the chosen solution

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- collect, organise and understand information related to collating information to define problems
- communicate ideas and information to include plain English literacy skills in relation to reading and understanding workplace documents
- plan and organise activities for a plan of action developed to solve problems
- work with others and in a team by using basic communication and teamwork skills to assist others to solve problems
- use mathematical ideas and techniques to include costs calculated/estimated for solution options
- establish diagnostic processes that use basic analytical and problem-solving skills in relation to identifying, evaluating and resolving work-related problems
- use workplace technology to report on effectiveness

Required knowledge

General knowledge of

- enterprise policies and work procedures in relation to problem identification and problem solving
- problem identification, evaluation and reporting procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of: • identifying indicators of problems or potential problems • gathering and evaluating information relating to the problem

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EVIDENCE GUIDE

	• devising and implementing solutions • assisting others to identify problems or potential problems • assisting others to devise and implement solutions • communicating effectively with others involved in or affected by the work.

Context of and specific resources for assessment	• This unit may be assessed in conjunction with other units that form part of the job role or function
	• Elements of competence contain both knowledge and practical components. The knowledge components may be assessed off the job. The practical components should be assessed on the job or in a simulated work environment
	• Evidence is best gathered using the products, processes and procedures of the individual workplace context as the means by which the candidate achieves industry competencies
	• The following should be made available:
	  • a workplace or simulated workplace
	  • documentation, such as enterprise or sample policies and procedure manuals related to work procedures and problem solving
	  • problems for resolution
	  • access to a work team
	  • a qualified workplace assessor.

Method of assessment	It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances. Evidence of performance may be provided by customers, team leaders/members or other persons subject to agreed authentication arrangements
Guidance information for assessment	

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised

RANGE STATEMENT	
wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Business types	Enterprise may vary in size, type and location, in the range of work activities conducted, hours of operation and the number and type of staff
Problems	Problems may relate to normal work activities within the responsibility of the individual or workgroup, to additional or non-standard work activities or may be caused by internal or external changes in work conditions or the environment
Staff	Staff may: • be full-time, part-time or casual and vary in terms of training and staffing levels (e.g. staff shortages) • be operating in routine or busy trading and may include persons from a range of social, cultural or ethnic backgrounds and physical and mental abilities • work in teams or groups of varying size and structure
Information/documents	Information/documents may include: • equipment or product manufacturer/component supplier specifications, enterprise operating procedures, enterprise policies and procedures, customer requirements, repair quotations, legislation and regulations, award provisions, industry/workplace codes of practice, enterprise documentation

Unit Sector(s)

Unit sector	Common

Co-requisite units

Co-requisite units		

Competency field

Competency field	

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