



**Australian Government**

# **FSKLRG009 Use strategies to respond to routine workplace problems**

**Release: 1**

# FSKLRG009 Use strategies to respond to routine workplace problems

## Modification History

Release	Comments
Release 1	This version first released with FSK Foundation Skills Training Package Version 2.0.

## Application

This unit describes the skills and knowledge required to identify routine workplace problems and plan strategies to respond to them.

An individual performing these tasks works independently and uses familiar support resources as needed.

This unit applies to individuals who use, or are preparing to use, learning skills to complete workplace activities. This includes existing workers and individuals preparing for employment through vocational education and training. This unit should be integrated and contextualised with vocational training to support achievement of vocational competency.

This unit is aligned to, but does not fully address, the Australian Core Skills Framework (ACSF) learning core skill indicators .01 and .02 at level 3 in the workplace and employment domain of communication.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

## Unit Sector

Learning

## Elements and Performance Criteria

Element	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan to respond to workplace problems	1.1 Identify predictable problems in the workplace and desired outcomes 1.2 Identify appropriate responses to predictable problems and resources required

Element	Performance Criteria
	1.3 Identify own role and role of others in resolving routine workplace problems
2. Propose problem solving strategies	2.1 Select a routine workplace problem to apply problem solving strategies 2.2 Identify internal and external factors contributing to the selected workplace problem 2.3 Apply suitable problem resolution practice to the situation 2.4 Assess and address potential barriers that may hinder problem solving process 2.5 Evaluate problem solving strategies and propose most appropriate
3. Review problem solving strategies	3.1 Seek feedback on proposed problem-solving strategy 3.2 Evaluate feedback and record 3.3 Revise strategies and make improvements as appropriate for future application

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Mapping Information

Supersedes and is equivalent to FSKLRG09 Use strategies to respond to routine workplace problems.

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=f572fe10-a855-4986-9295-3852c771f178>