



Australian Government

FSKLRG002 Identify strategies to respond to short and simple workplace problems

Release: 1

FSKLRG002 Identify strategies to respond to short and simple 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 short and simple workplace problems and propose strategies to respond to the problems.

An individual performing these tasks works alongside an expert or mentor where prompting and advice can be provided 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 can be integrated and contextualised with vocational training to support achievement of vocational competency.

The unit is aligned to, but does not fully address, the Australian Core Skills Framework (ACSF) learning core skill indicators .01 and .02 at level 1 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. Identify short and simple problems affecting own work	1.1 Identify a range of workplace problems that may routinely arise 1.2 Identify and select a workplace problem for review 1.3 Identify possible factors contributing to identified problem

Element	Performance Criteria
2. Propose problem solving strategies	2.1 Identify strategies to respond to a selected workplace problem 2.2 Identify appropriate resources or tools that may be required to solve selected problem
3. Review problem solving strategies	3.1 Seek feedback from expert or mentor on proposed strategy 3.2 Identify alternative or additional approaches or factors for resolving identified problem

Foundation Skills

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

Skill	Description
Oral Communication	Follows short, explicit instructions or direction

New Topic (185)

Supersedes and is equivalent to FSKLRG02 Identify strategies to respond to basic workplace problems.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FSKLRG002 Identify strategies to respond to short and simple workplace problems

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify at least two short and simple workplace problems and propose appropriate problem-solving strategies.
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Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- common short and simple problems relevant to workplace
- common factors that may contribute to short and simple workplace problems
- common resources or tools that can assist with short and simple problem-solving strategies
- relevant strategies to respond to short and simple workplace problems
- sources of appropriate feedback.
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Assessment Conditions

Competency is to be assessed in the workplace, a workplace simulated environment or a vocational training context.

Skills must be demonstrated using short and simple problems that reflect those typically found in a workplace.

The following resources are to be made available:

- an expert or mentor to provide prompting and feedback to learner, as needed
- frequently used word list for learning in the workplace
- own familiar support resources.

Assessors must:

- satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards, and
- have sound knowledge of the ACSF and performance features of the ACSF level being assessed, and
- have demonstrable expertise, knowledge and skills in the vocational contextualisation and assessment of the core skill, learning, and
- have completed the following or equivalent:
 - TAESS00009 Address Foundation Skills in Vocational Practice Skill Set; or
 - a higher level education qualification, such as:
 - TAE80113 Graduate Diploma of Adult Language, Literacy and Numeracy Practice (and its equivalent TAE70111); or
 - Bachelor of Education, Graduate Certificate or Graduate Diploma of Education, or higher. This may include qualifications relating to TESOL, adult education or vocational education.

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