



Australian Government

FSKLRG013 Apply strategies to respond to complex workplace problems

Release: 1

FSKLRG013 Apply strategies to respond to complex 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 a range of complex workplace problems and apply innovative strategies in response.

An individual performing these tasks works independently and uses support from a range of established resources.

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 4 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 complex workplace problems	1.1 Identify and research a range of complex workplace problems 1.2 Create a risk management plan comparing problems and assessing impact on self and workplace, according to work place procedures

Element	Performance Criteria
	1.3 Devise innovative strategies to manage and resolve a range of complex problems
2. Respond to workplace problem	2.1 Select a complex workplace problem for review 2.2 Analyse factors contributing to the selected workplace problem 2.3 Identify potential problem-solving strategies relevant to the selected problem, and evaluate strengths and limitations of each to identify most appropriate 2.4 Propose a problem-solving strategy to respond to the selected problem 2.5 Use selected strategy to respond to the complex problem
3. Review problem solving strategies	3.1 Seek feedback and evaluate effectiveness of strategy 3.2 Revise strategy based on feedback where required

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
Problem Solving	Identifies innovative problem-solving strategies

Mapping Information

Supersedes and is equivalent to FSKLRG13 Apply strategies to respond to complex 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 FSKLRG013 Apply strategies to respond to complex workplace problems

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Performance Evidence

Evidence of the ability to complete tasks outlined in the elements, performance criteria, and foundation skills of this unit, including on at least one occasion, evidence of the ability to:

- plan and apply innovative strategies in response to at least three complex workplace problems and evaluate the effectiveness of the strategies.
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Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- complex problems relevant to workplace and the impact of problems if not resolved
- common factors that may contribute to complex workplace problems
- range of innovative strategies to respond to and manage complex workplace problems
- techniques to apply problem solving strategies
- strategies to evaluate feedback and make modifications to proposed problem solving strategies.
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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 complex texts or tasks that reflect those typically found in a workplace.

The following resources are to be made available:

- own familiar support resources
- workplace policies and procedures for risk management.

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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