



**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<br>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<br>2.2 Analyse factors contributing to the selected workplace problem<br>2.3 Identify potential problem-solving strategies relevant to the selected problem, and evaluate strengths and limitations of each to identify most appropriate<br>2.4 Propose a problem-solving strategy to respond to the selected problem<br>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<br>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 | <ul style="list-style-type: none"> <li>Identifies innovative problem-solving strategies</li> </ul> |

## 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>