



Australian Government

FSKLRG02 Identify strategies to respond to basic workplace problems

Release: 1

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Modification History

Release	Comments
Release 1	This streamlined version first released with <i>FSK Foundation Skills Training Package version 1.0</i> .

Application

This unit describes the skills and knowledge required to identify basic workplace problems and strategies to respond to the problems.

The unit applies to individuals who need learning skills at Australian Core Skills Framework (ACSF) level 1 to undertake a vocational training pathway or workplace tasks.

This unit is designed for integration and contextualisation with vocational units to support achievement of vocational competency.

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 problems affecting own work	1.1 Identify a range of basic workplace problems 1.2 Select a potential basic workplace problem 1.3 Identify possible factors contributing to the problem
2. Propose problem solving strategies	2.1 Identify strategies to respond to a selected workplace problem 2.1 Seek feedback from appropriate person 2.3 Respond to feedback as appropriate

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Oral Communication		- Asks for assistance from trainer or supervisor - Follows short, explicit instructions or direction
Problem Solving		Proposes strategies to respond to basic problems

Mapping Information

Not applicable

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for FSKLRG02 Identify strategies to respond to basic workplace problems

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Performance Evidence

Evidence of the ability to:

- identify basic workplace problems
- propose strategies to respond to basic workplace problems.

Note: Where a specific volume and/or frequency is not specified, evidence must be provided at least once.

Knowledge Evidence

Evidence of the following knowledge must be demonstrated:

- strategies to respond to basic workplace problems
- factors contributing to basic workplace problems
- sources of appropriate advice/feedback.

Assessment Conditions

Assessment texts and tasks reflect those typically found in the workplace.

Advice and support is available.

Culturally appropriate processes and techniques suited to the language, literacy and numeracy capacity of individuals and the work being performed must be used.

Reasonable adjustments can be made to ensure equity in assessment for people with disabilities.

Assessors must satisfy NVR/AQTF assessor requirements, have sound knowledge of the ACSF and have demonstrable expertise in the vocational contextualisation and assessment of the core skill - learning.

Links

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