



Australian Government

FSKLRG13 Apply strategies to respond to complex 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 a range of complex workplace problems and apply innovative strategies in response.

This unit applies to individuals who need learning skills at Australian Core Skills Framework (ACSF) level 4 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. Analyse workplace problems	1.1 Research a range of complex workplace problems 1.2 Analyse factors contributing to complex workplace problems 1.3 Devise innovative strategies to manage a range of complex problems
2. Respond to workplace problems	2.1 Identify a complex workplace problem 2.2 Propose a strategy to respond to the selected problem 2.3 Use selected strategy to respond to the complex problem

Element	Performance Criteria
3. Review strategies	3.1 Evaluate effectiveness of strategy 3.2 Revise strategy based on feedback if 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
Problem Solving		Identifies innovative problem-solving strategies

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 FSKLRG13 Apply strategies to respond to complex workplace problems

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Performance Evidence

Evidence of the ability to:

- plan and apply innovative strategies in response to complex workplace problems
- evaluate effectiveness of strategies.

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 manage complex workplace problems
- factors contributing to workplace problems.

Assessment Conditions

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

Individuals can access a range of established support services.

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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