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| **Unit code** | BSBXXX104 |
| **Unit title** | Develop Basic Digital Problem Identification and Solving Skills |
| **Unit outcomes** | This unit describes the skills and knowledge required to identify and resolve basic digital problems in workplace contexts.<br><br>Learners develop capability across four competence (C) areas:<br><br>C1. Identifying and solving technical problems<br><br>C2. Identifying needs and digital technological responses<br><br>C3. Identifying creative solutions using digital technologies<br><br>C4. Identifying and addressing digital competence needs<br><br>No licensing, legislative or certification requirements apply to this unit at the time of publication. |
| **Knowledge (K)** | Required knowledge includes:<br>K1. Recognise differences between operating systems and software.<br><br>K2. Identify main features of hardware, software, connectivity and common peripheral devices.<br><br>K3. Recognise signs of common technical problems.<br><br>K4. Recognise ways in which digital environments can be adjusted to meet user needs and preferences.<br><br>K5. Recognise the purpose of digital assistance tools.<br><br>K6. Identify common assistive technologies and their purposes.<br><br>K7. Recognise that digital competence extends beyond technical skills.<br><br>K8. Recognise the need for ongoing development of digital competence for work, learning and daily life.<br><br>K9. Identify opportunities to improve personal digital competences. |
| **Skills (S)** | Required skills include:<br><br>S1. Follow instructions to resolve common technical problems.<br><br>S2. Follow workplace procedures to update software and applications.<br><br>S3. Use assistive technologies following workplace procedures.<br><br>S4. Use digital assistance tools to support simple tasks, following workplace guidelines on appropriate use. |

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| **Application of Knowledge & Skills** | At the Basic level, learners apply knowledge (K1-K9) and skills (S1-S4) across all competence areas (C1-C4) with the following characteristics:<br>• Autonomy: Under direct guidance and supervision, following clear instructions and established workplace procedures.<br>• Accountability: Accountable for completing assigned technical tasks accurately and following workplace technical support procedures.<br>• Context: Straightforward, routine workplace technical tasks using workplace-approved tools and established troubleshooting procedures within familiar workplace contexts.<br>• Decision-Making: Make routine decisions about when to use assistance tools and troubleshooting steps within established guidelines; escalate to technical support when encountering complex technical issues, system problems, or situations requiring specialist expertise. |
| **Assessment Requirements** | |
| **Performance evidence (PE)** | Learners must demonstrate ability to:<br>PE1. identify and resolve common technical problems following workplace procedures<br>PE2. follow established workplace procedures to update software and applications<br>PE3. use digital assistance tools and assistive technologies following workplace procedures to support simple workplace tasks<br>PE4. follow workplace procedures to adjust digital environment settings or features to meet user needs or preferences<br>PE5. identify opportunities to improve personal digital competences and seek appropriate support when needed<br>PE6. identify and provide examples of how digital technologies support problem-solving or creativity in workplace contexts.<br>Performance evidence must be demonstrated across at least two different workplace scenarios. |
| **Knowledge evidence (KE)** | Learners must demonstrate knowledge of:<br>KE1. differences between operating systems and software, and features of hardware, software, connectivity and peripheral devices<br>KE2. signs of common technical problems in digital environments<br>KE3. ways digital environment features can be adjusted to meet user needs<br>KE4. common assistive technologies and reasons for their use<br>KE5. examples of how digital technologies solve real-world problems and support human creativity |

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| | KE6. the breadth of digital competence beyond technical skills, the need for regular updating of skills and knowledge, and opportunities for digital competence improvement.<br><br>Knowledge evidence must be demonstrated across at least two different workplace scenarios. |
| **Assessment conditions** | Assessment must be conducted in a workplace or simulated environment that reflects real workplace conditions, including access to:<br>• digital devices, software applications and systems<br>• technical support resources including troubleshooting guides and help systems<br>• digital assistance tools and assistive technologies<br>• scenarios requiring problem identification and resolution<br>• opportunities to configure digital environment settings<br>• organisational procedures for problem-solving and skill development<br><br>Assessors must satisfy the requirements for assessors under applicable VET legislation, frameworks and standards. |
| **Unit Mapping Information** | No equivalent unit. |
| **Links** | Link to BSB TP Companion Volume Implementation Guide. |