Unit code	BSBXXX112
Unit title	Develop Intermediate Digital Problem Identification and Solving Skills
Unit outcomes	This unit describes the skills and knowledge required to identify and solve digital problems in workplace contexts. Learners develop intermediate capability across four competence (C) areas: C1. Identifying and solving technical problems C2. Identifying needs and digital technological responses C3. Identifying creative solutions using digital technologies C4. Identifying and addressing digital competence needs. No licensing, legislative or certification requirements apply to this unit at the time of publication.
Knowledge (K)	No knowledge statements are applied at Intermediate level for competence areas: identifying and solving technical problems(C1) and identifying needs and digital technological responses. (C2) Required knowledge includes: K1. Define the concept of human-centric design and its role in the development and use of digital technologies. K2. Identify examples of interaction between humans and digital technologies in creativity and problem-solving. K3. Describe strengths, limitations and ethical considerations of digital technologies in relation to human creativity and problem-solving. K4. Identify relevant learning opportunities to meet personal digital competence needs.
Skills (S)	Required skills include: S1. Troubleshoot technical problems in digital environments using varied human-assisted and technology-assisted strategies. S2. Update and adjust settings on main and peripheral digital devices to maintain performance. S3. Adjust digital environment features to suit personal and others' needs and preferences. S4. Use digital assistance tools to support needs, with awareness of their benefits and limitations. S5. Assess strengths and limitations of digital technologies in relation to specific problem-solving task. S6. Use digital technologies responsibly and ethically to support individual or group problem-solving. S7. Accurately assess personal digital competences and identify development needs.

Application of Knowledge & Skills	At the Intermediate level, learners apply knowledge (K1-K4) and skills (S1-S7) with some autonomy across all competence areas (C1-C4) with the following characteristics: • Autonomy: With some autonomy under limited supervision, making informed decisions about problem-solving approaches and tools within established workplace frameworks and procedures. • Accountability: Accountable for quality and effectiveness of their own problem-solving work and for supporting others with routine technical tasks. • Responsibility: Responsible for selecting appropriate troubleshooting strategies and digital assistance tools to achieve workplace outcomes within defined parameters. • Context: Varied workplace problem-solving tasks of moderate complexity, adapting approaches to different contexts while working within organisational guidelines. • Decision-Making: Make informed decisions about technical solutions, digital environment adjustments and assistance tool selection; seek guidance when facing unfamiliar situations, ethical considerations, or requirements beyond established procedures.
Assessment Requirements	
Performance evidence (PE)	Learners must demonstrate ability to: PE1. troubleshoot technical problems in digital environments using varied human-assisted and technology-assisted strategies PE2. update and adjust digital device settings to maintain performance and meet workplace requirements PE3. adjust digital environment features and use digital assistance tools to support diverse needs, recognising benefits and limitations PE4. assess strengths and limitations of digital technologies for specific problem-solving tasks, and use them responsibly and ethically, individually or in groups PE5. accurately assess personal digital competence and identify relevant learning opportunities. Performance evidence must be demonstrated across at least two different workplace scenarios.
Knowledge evidence (KE)	Learners must demonstrate knowledge of: KE1. human-centric design and its role in digital technologies development and usage KE2. interactions between human and digital technologies in creativity and problem-solving contexts KE3. strengths, limitations and ethical considerations of digital technologies

	KE4. learning opportunities available to address digital competence needs. Knowledge evidence must be demonstrated across at least two different workplace scenarios.
Assessment conditions	Assessment must occur in workplace or simulated conditions that reflect real-world environments, including access to: • varied digital devices, software and systems requiring troubleshooting and configuration • technical support resources such as help systems, documentation and guides • digital assistance tools and assistive technologies suitable for varied workplace needs • scenarios requiring independent problem identification, systematic troubleshooting and ethical technology use • opportunities to assess digital technology suitability for specific tasks • resources to identify and access digital competence learning opportunities • assistive technologies where required to support diverse learner needs. Assessors must satisfy the requirements for assessors under applicable VET legislation, frameworks and standards.
Unit Mapping	No equivalent unit.
Links	Link to BSB TP Companion Volume Implementation Guide.