Unit code	BSBXXX120
Unit title	Develop Advanced Digital Problem Identification and Solving Skills
Unit outcomes	This unit describes the skills and knowledge required to identify and solve digital problems across workplace contexts. Learners develop advanced 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)	Required knowledge includes: K1. Analyse advanced solution-finding strategies for troubleshooting technical problems. K2. Evaluate diagnostic approaches for digital environment issues. K3. Analyse methods for assessing accessibility, inclusivity, fairness and rights-sensitivity of digital technologies. K4. Evaluate approaches for configuring digital environments to meet diverse needs. K5. Analyse principles underpinning human-centric, ethical and responsible digital problem-solving. K6. Evaluate creative approaches for applying digital technologies to problems. K7. Analyse approaches for monitoring digital technological developments and competence implications. K8. Evaluate strategies for supporting others to develop confidence, autonomy and digital capability. K9. Analyse sources and methods for compiling digital competence learning opportunities.
Skills (S)	Required skills include: S1. Apply advanced strategies to troubleshoot technical problems. S2. Support others to diagnose and resolve technical problems in digital environments. S3. Adjust digital environment features to meet personal and others' needs and preferences, informed by ongoing assessment of configurations and assistance tools. S4. Assess the accessibility, inclusivity, fairness and rights-sensitivity of digital technologies in context.

	S5. Support others to make informed use of digital assistance tools and adjust digital environment configurations to meet needs. S6. Apply digital technologies efficiently, responsibly and ethically to solve problems, prioritising human-centric approaches. S7. Contribute to initiatives that apply digital technologies to problem-solving tasks. S8. Support others to build confidence and capability in using digital technologies to address real-world problems. S9. Continually assess digital technological developments and their implications for digital competence needs, engaging in ongoing self-development. S10. Support others to develop confidence and autonomy in digital environments. S11. Compile and contextualise digital competence learning opportunities for identified capability needs.
Application of Knowledge & Skills	At the Advanced level, learners apply knowledge (K1-K9) and skills (S1-S11) across all competence areas (C1-C4) with the following characteristics: • Autonomy: With significant autonomy and initiative, making strategic decisions and judgements based on analysis of problem-solving requirements and organisational objectives. • Accountability: Accountable for outcomes of their own and others' work, quality of problem-solving solutions, and effectiveness of strategies implemented. • Responsibility: Responsible for guiding and supporting others, evaluating problem-solving approaches, and contributing to organisational digital problem-solving capability development. • Context: Workplace problem-solving tasks requiring analysis, evaluation and strategic application across diverse organisational contexts, including situations with multiple variables and stakeholder considerations. • Decision-Making: Make strategic decisions about problem-solving approaches and technology selection; evaluate effectiveness of solutions; identify when specialist expertise or organisational policy development is required.
Assessment Requirements	
Performance evidence (PE)	Learners must demonstrate ability to: PE1. troubleshoot technical problems using varied solution-finding strategies PE2. support others to diagnose and resolve technical problems

	PE3. adjust digital environment features to meet diverse needs and assess accessibility, inclusivity and fairness PE4. support others to make informed use of digital assistance tools PE5. apply digital technologies efficiently, responsibly and ethically to solve problems PE6. contribute to initiatives that apply digital technologies to problem-solving tasks PE7. continually assess digital technological developments and engage in self-development PE8. support others to develop digital capability, confidence and autonomy. Performance evidence must be demonstrated across at least two different workplace scenarios.
Knowledge evidence (KE)	Learners must demonstrate knowledge of: KE1. advanced solution-finding strategies for troubleshooting technical problems and diagnostic approaches KE2. methods for assessing accessibility, inclusivity, fairness and rights-sensitivity of digital technologies KE3. approaches for configuring digital environments to meet diverse needs KE4. principles underpinning human-centric, ethical and responsible digital problem-solving KE5. creative approaches for applying digital technologies to problems KE6. approaches for monitoring digital technological developments and competence implications KE7. strategies for supporting others to develop confidence, autonomy and digital capability KE8. sources and methods for compiling digital competence learning opportunities. Knowledge evidence must be demonstrated across at least two different workplace scenarios.
Assessment conditions	Assessment must occur in a workplace or simulated environment that reflects real-world conditions, including access to: • professional digital systems and troubleshooting tools • scenarios requiring non-routine digital problem-solving • opportunities to support and guide others in capability development • contexts requiring assessment of accessibility, inclusivity, fairness and rights-sensitivity • digital technologies requiring ethical and responsible application

	• resources for identifying and compiling digital competence learning opportunities • assistive technologies as required to support diverse needs. 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.