

Unit code	BSBXXX128
Unit title	Develop Highly Advanced Digital Problem Identification and Solving Skills
Unit outcomes	<p>This unit describes the skills and knowledge required to manage digital problem identification and solving across organisational contexts.</p> <p>Learners develop highly advanced capability across four competence (C) areas:</p> <p>C1. Identifying and solving technical problems</p> <p>C2. Identifying needs and digital technological responses</p> <p>C3. Identifying creative solutions using digital technologies</p> <p>C4. Identifying and addressing digital competence needs.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
Knowledge (K)	<p>Required knowledge includes:</p> <p>K1. methods for evaluating and improving digital assistance tools and accessible technologies</p> <p>K2. methods for training design and delivery to support digital device and system use</p> <p>K3. approaches for promoting inclusive and accessible digital technologies</p> <p>K4. methods for assessing complex needs and designing tailored digital solutions</p> <p>K5. strategies for leading initiatives that apply digital technologies to complex problem-solving</p> <p>K6. approaches for mentoring others in digital competence development and designing learning materials.</p>
Skills (S)	<p>Required skills include:</p> <p>S1. Build confidence and autonomy in others to resolve technical problems.</p> <p>S2. Design or deliver training to support effective use of digital devices and systems.</p> <p>S3. Promote and support inclusive and accessible digital technologies.</p> <p>S4. Assess complex needs and design tailored digital solutions.</p> <p>S5. Contribute to improvements in digital assistance tools and accessible technologies.</p>

	<p>S6. Lead initiatives that apply digital technologies to complex problem-solving.</p> <p>S7. Lead initiatives that use digital technologies to improve solutions or develop innovative responses.</p> <p>S8. Support others to build capability in applying digital technologies to problem-solving.</p> <p>S9. Engage in ongoing self-development to meet complex digital competence requirements.</p> <p>S10. Mentor others to identify and address their digital competence needs.</p> <p>S11. Design learning material to support development of complex digital competence.</p>
<p>Application of Knowledge & Skills</p>	<p>At the Highly Advanced level, learners apply knowledge (K1-K6) and skills (S1-S11) with full autonomy across all competence areas (C1-C4) with the following characteristics:</p> <ul style="list-style-type: none"> • Autonomy: Independently and with full accountability, exercising leadership in problem-solving strategy development, policy formulation, and organisational transformation initiatives. • Accountability: Accountable for organisational digital problem-solving capability, strategic outcomes, governance frameworks, and the development of organisational systems and practices. • Responsibility: Responsible for leading organisational problem-solving initiatives, establishing governance frameworks, building organisational capability, and driving cultural change. • Context: Highly complex, strategic organisational problem-solving challenges requiring systems thinking, governance expertise, and ability to integrate digital problem-solving considerations with organisational strategy, risk management, and compliance frameworks across enterprise contexts. • Decision-Making: Make authoritative decisions on problem-solving approaches and digital solution design; establish organisational policies and governance frameworks for accessibility and inclusive technology adoption; lead strategic reviews and capability assessments; determine when external expertise, regulatory consultation, or board-level approval is required.
<p>Assessment Requirements</p>	
<p>Performance evidence (PE)</p>	<p>Learners must demonstrate ability to:</p>

	<p>PE1. promote inclusive and accessible digital technologies and contribute to improvements in digital assistance tools</p> <p>PE2. assess complex needs and design tailored digital solutions</p> <p>PE3. lead initiatives applying digital technologies to highly complex problem-solving</p> <p>PE4. monitor personal development needs and engage in ongoing self-development</p> <p>PE5. support and mentor others to build confidence, autonomy and capability in technical problem-solving</p> <p>PE6. design or deliver training and learning resources for complex digital competence.</p> <p>Performance evidence must be demonstrated across at least two different workplace scenarios.</p>
<p>Knowledge evidence (KE)</p>	<p>Learners must demonstrate knowledge of:</p> <p>KE1. methods for evaluating and improving digital assistance tools and accessible technologies</p> <p>KE2. methods for training design and delivery to support digital device and system use</p> <p>KE3. approaches for promoting inclusive and accessible digital technologies</p> <p>KE4. methods for assessing complex needs and designing tailored digital solutions</p> <p>KE5. strategies for leading initiatives that apply digital technologies to complex problem-solving</p> <p>KE6. approaches for mentoring others in digital competence development and designing learning materials.</p> <p>Knowledge evidence must be demonstrated across at least two different workplace scenarios.</p>
<p>Assessment conditions</p>	<p>Assessment must occur in workplace or simulated conditions that reflect real-world environments, including access to:</p> <ul style="list-style-type: none"> • comprehensive digital systems and devices requiring training design and delivery • scenarios involving highly complex or specialised problem-solving needs • opportunities to design, implement and evaluate transformation initiatives • contexts requiring leadership, mentoring and capability development of others

	<ul style="list-style-type: none"> • emerging technologies requiring strategic assessment and tailored solution design • resources for designing learning materials and training programs • assistive technologies where required to support diverse learner needs. <p>Assessors must satisfy the requirements for assessors under applicable VET legislation, frameworks, and standards.</p>
Unit Mapping Information	No equivalent unit.
Links	Link to BSB TP Companion Volume Implementation Guide.

DRAFT