Australian Government

BSBDIG205X Develop Basic Digital Problem Identification and Solving Skills

DRAFT

Release: 1

BSBDIG205X Develop Basic Digital Problem Identification and Solving Skills

Modification History

Release	Comments
1	This unit of competency was first released in BSB Business Services Training Package Release 9.0.

Unit outcomes

This unit describes the skills and knowledge required to identify and resolve basic digital problems in workplace contexts. It applies to learners across all industries, who use digital devices and applications to complete routine tasks as part of their day-to-day work.

The primary purpose of this unit is to develop foundation and employability digital capabilities that support participation in the digital workplace and underpin further vocational training. It is delivered under direct guidance and supervision, using established workplace procedures in familiar digital environments, at a basic level.

Learners develop capability across four competence areas:

- Identifying and solving technical problems
- Identifying user needs and matching digital technology responses
- Identifying creative solutions using digital technologies
- Identifying and addressing gaps in personal digital competence.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Knowledge

On successful completion of this unit, learners will have basic knowledge of:

- Differences between a device's operating system and the software applications used to perform work tasks
- Main features of common workplace digital devices, software applications, internet connectivity, and accessory devices
- Signs of common technical problems
- Ways digital environments can be adjusted to meet user needs and preferences
- Purpose of digital assistance tools
- Common assistive technologies and their purposes

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- Examples of how a digital tool can be used in different ways to complete the same workplace task
- Basic benefits and limitations of using digital technologies to find alternative solutions to workplace tasks
- The scope of digital competence beyond technical skills
- The need for ongoing development of digital competence for work, learning and daily life
- Opportunities to improve personal digital competences.

Skills

On successful completion of this unit, learners will have skills to:

- Follow instructions to resolve common technical problems
- Update software and applications following workplace procedures
- Adjust digital environment settings or features to meet user needs or preferences, following workplace procedures
- Use assistive technologies following workplace procedures
- Apply digital assistance tools to support simple tasks, following workplace guidelines on appropriate use
- Identify an alternative way a digital tool or application can be used to complete a workplace task
- Select and try a different digital approach or tool, following workplace guidance, when the usual method is not effective
- Explain, using a workplace example, how a digital technology can support problem-solving in a workplace task
- Recognise opportunities to improve personal digital competences and seek appropriate support when needed.

Application of Knowledge & Skills

Learners apply their knowledge and skills under direct guidance and supervision, following established workplace procedures within familiar digital environments.

This applies to straightforward, routine digital problem-solving tasks, using workplace-approved procedures and assistance tools.

Learners will follow:

- Clear instructions and established workplace procedures
- Escalation processes when encountering complex technical issues, unfamiliar problems, or accessibility requirements requiring specialist support.

Learners are responsible for:

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- Making routine decisions about applying troubleshooting procedures and selecting digital assistance tools within established guidelines.

Learners are accountable for:

- Completing assigned digital problem-solving tasks accurately, using workplace-approved troubleshooting procedures and digital assistance tools within established guidelines.

Pre-requisite unit(s)

No pre-requisite units

Competency field(s)

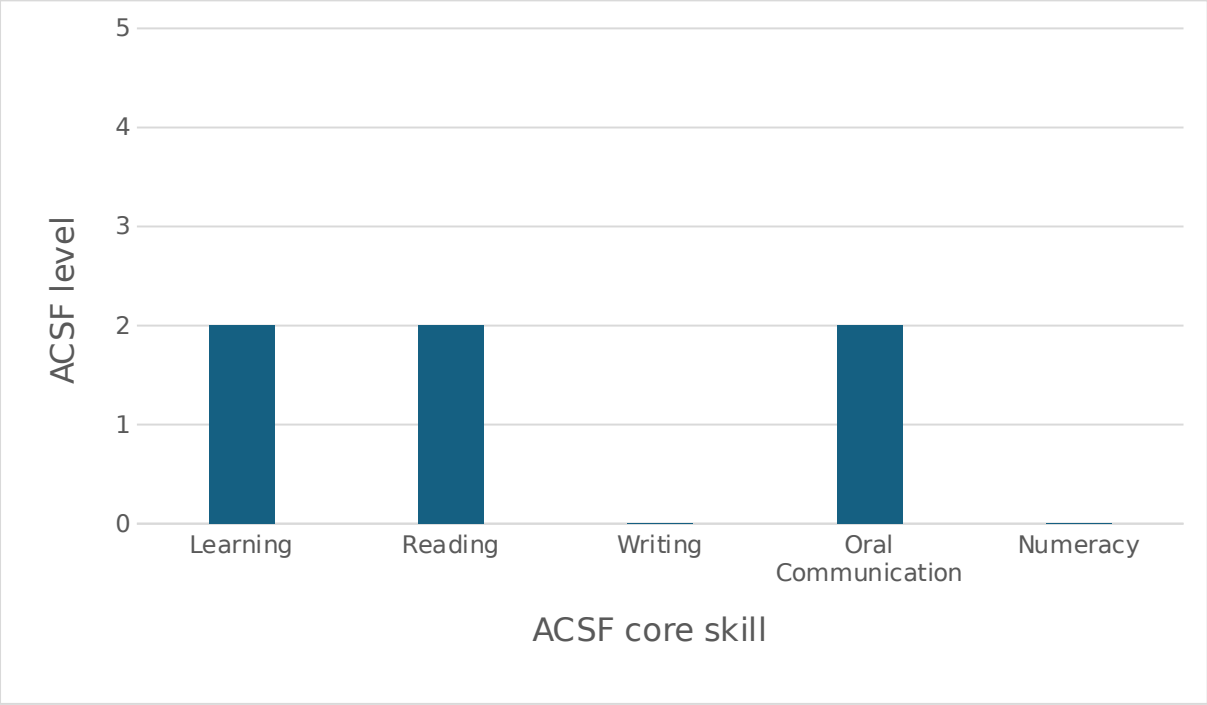
Digital Competence

Unit sector(s)

Digital Capability

Foundation skills

The foundation skills in this unit are outlined below



Core Skills	ACSF Indicators and Performance Features
Learning	Applies a limited range of strategies in structured, familiar contexts. Taking responsibility for some aspects of learning in familiar contexts

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	and using familiar scaffolding such as templates and checklists.
Reading	Identifies and interprets information in familiar texts on familiar topics. Understanding the main ideas of short, unambiguous texts and beginning to recognise bias.
Writing	No ACSF level assigned.
Oral Communication	Uses everyday language in familiar spoken contexts. Giving explanations, making enquiries and seeking clarification.
Numeracy	No ACSF level assigned.

Range of conditions

N/A

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Assessment Requirements for BSBDIG205X Develop Basic Digital Problem Identification and Solving Skills

Performance Evidence

Learners must demonstrate ability to:

- Identify a technical problem in a digital device or application and resolve it by following workplace procedures
- Apply an update to software or an application in accordance with workplace procedures
- Select and use a digital assistance tool or assistive technology to complete a workplace task, following workplace guidelines
- Adjust digital environment settings to meet a specified user need or preference
- Identify and use an alternative digital tool or approach to complete a workplace task when the usual method is not effective
- Explain, using a workplace example, how a digital technology supported the resolution of a workplace task
- Review personal digital competence to identify at least one development need and an appropriate source of support.

Knowledge Evidence

Learners must demonstrate basic knowledge of:

- Common technical problems affecting workplace digital devices and applications, including the characteristics of operating system issues, software issues, and device or connectivity problems.
- Digital assistance tools, assistive technologies and adjustable environment settings available to support workplace users.
- Alternative digital approaches to completing workplace tasks, including the benefits and limitations of different tools and methods.
- Personal digital competence, and sources of support for identified development needs.

Assessment Conditions

N/A

Mandatory Workplace Requirements

Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.

Unit Mapping Information

Previous Code and Title	Equivalence	Comments

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	Newly created	This unit has been created to address a skill or task required by industry that is not covered by an existing unit of competency

Links

Companion volumes, including implementation guides, are found on the national training register - https://training.gov.au/training/details/BSB.

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