Australian Government

BSBDIG305X Develop Intermediate Digital Problem Identification and Solving Skills

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Release: 1

BSBDIG305X Develop Intermediate 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 solve digital problems in workplace contexts. It applies to learners across all industries, who troubleshoot technical issues, adapt digital environments, and identify creative digital solutions as part of their day-to-day work.

The primary purpose of this unit is to develop intermediate and employability digital capabilities that support participation in the digital workplace and underpin further vocational training. It is delivered with limited supervision, using varied workplace tasks of moderate complexity, at an intermediate level.

Learners develop capability across four competence areas:

- Identifying and solving technical problems
- Identifying needs and digital technological responses
- Identifying creative solutions using digital technologies
- Identifying and addressing digital competence needs.

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 intermediate knowledge of:

- Common causes of technical problems in digital devices and applications, and indicators that signal when a device or system is not performing as expected
- A range of human-assisted and technology-assisted strategies for troubleshooting technical problems in digital environments
- The concept of human-centric design and its role in the development and use of digital technologies
- Examples of interactions between humans and digital technologies in creativity and problem-solving
- The strengths, limitations and ethical considerations of digital technologies in supporting human creativity and problem-solving

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- Relevant learning opportunities to meet personal digital competence needs.

Skills

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

- Troubleshoot technical problems in digital environments using varied human-assisted and technology-assisted strategies
- Update and adjust settings on main and peripheral digital devices to maintain performance
- Adjust digital environment features to suit personal and others' needs and preferences
- Select digital assistance tools to support needs, with awareness of their benefits and limitations
- Identify strengths and limitations of digital technologies in relation to specific problem-solving tasks
- Engage with digital technologies responsibly and ethically to support individual or group problem-solving
- Review own digital competence and identify development needs.

Application of Knowledge & Skills

Learners apply their knowledge and skills with limited supervision, following established workplace frameworks and procedures.

This applies to varied workplace problem-solving tasks of moderate complexity, adapting approaches to different contexts while working within organisational guidelines.

Learners will follow:

- Established workplace frameworks and procedures for digital problem-solving
- Escalation processes when encountering unfamiliar situations, ethical considerations, or requirements beyond established procedures.

Learners are responsible for:

- Making informed decisions about technical solutions and digital environment adjustments within defined parameters.

Learners are accountable for:

- The quality and effectiveness of their own problem-solving work, including selecting appropriate troubleshooting strategies and digital assistance tools to achieve workplace outcomes within defined parameters, and supporting others with routine technical tasks.

Pre-requisite unit(s)

No pre-requisite units

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Competency field(s)

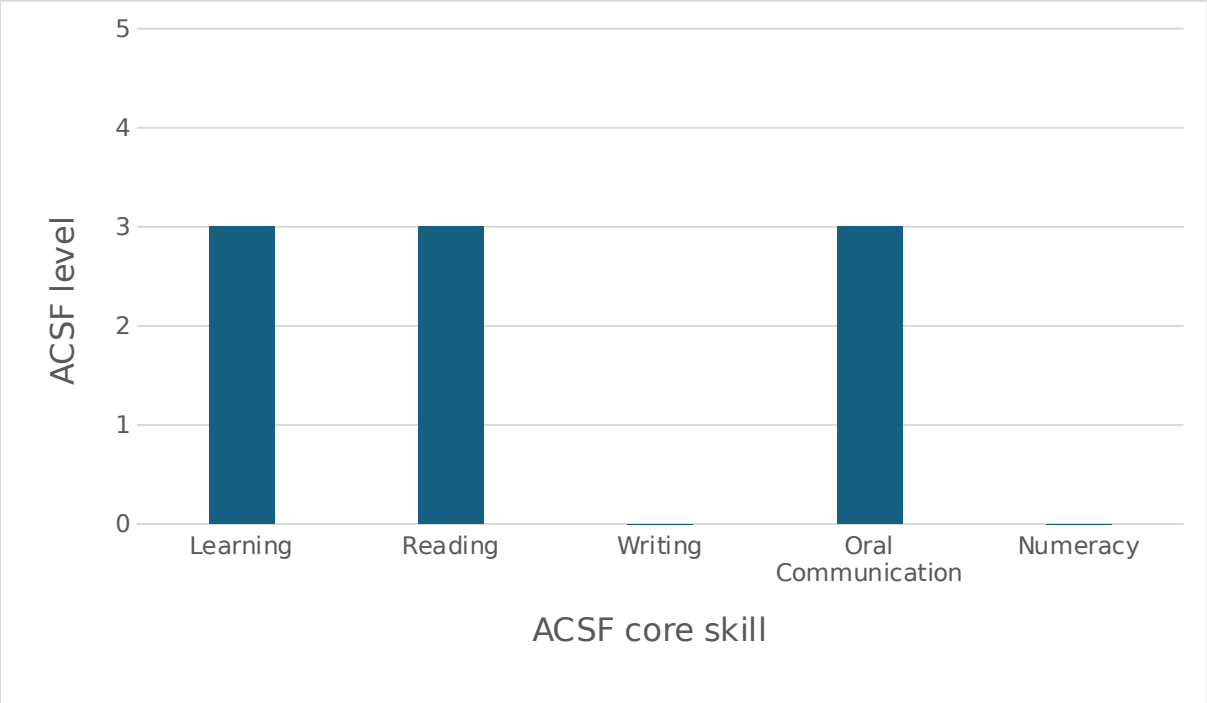
Digital Competence

Unit sector(s)

Digital Capability

Foundation skills

The foundation skills in this unit are outlined below



Core Skills	ACSF Indicators and Performance Features
Learning	Plans, implements and adjusts processes and applies strategies in less familiar contexts. Taking responsibility for routine learning, reflecting on actions and outcomes, and beginning to transfer principles to new situations.
Reading	Evaluates and integrates information across familiar and some unfamiliar texts. Understanding texts that require integrating a number of ideas, with some inference, and beginning to consider the validity of a source.
Writing	No ACSF level assigned.
Oral Communication	Establishes and maintains spoken communication in familiar and some unfamiliar contexts.

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	Using structure and register for a range of purposes, including explaining, instructing and problem solving in everyday situations.
Numeracy	No ACSF level assigned.

Range of conditions

N/A

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Assessment Requirements for BSBDIG305X Develop Intermediate Digital Problem Identification and Solving Skills

Performance Evidence

Learners must demonstrate ability to:

- Troubleshoot a technical problem in a digital environment for a workplace task, using human-assisted or technology-assisted strategies
- Update and adjust digital device settings to maintain performance and meet workplace requirements
- Adjust digital environment features and use digital assistance tools to support diverse needs, recognising benefits and limitations
- Identify strengths and limitations of digital technologies for specific problem-solving tasks, and use them responsibly and ethically, individually or in groups
- Review own digital competence for a workplace role, and identify relevant learning opportunities to address any gaps.

Knowledge Evidence

Learners must demonstrate intermediate knowledge of:

- Common causes of technical problems in digital devices and applications, the indicators that signal an issue, and human-assisted and technology-assisted troubleshooting strategies
- The concept of human-centric design and its role in the development and use of digital technologies to meet user needs
- Examples of interaction between humans and digital technologies in creativity and problem-solving, and the associated strengths, limitations and ethical considerations
- Learning opportunities relevant to addressing personal digital competence 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
	Newly created	This unit has been created to address a skill or task required by industry that is

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		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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