Australian Government

BSBDIG405X Develop Advanced Digital Problem Identification and Solving Skills

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Release: 1

BSBDIG405X Develop Advanced 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 across diverse workplace contexts.

The primary purpose of this unit is to develop advanced digital capabilities that support specialised application across diverse workplace contexts and underpin further vocational training. Learners apply these capabilities across all industries in complex, non-routine workplace tasks at an advanced level.

Learners develop advanced 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 advanced knowledge of:

- Advanced solution-finding strategies for troubleshooting technical problems and diagnostic approaches for digital environment issues
- Methods for assessing accessibility, inclusivity, fairness and rights-sensitivity of digital technologies
- Approaches for configuring digital environments to meet diverse needs
- Principles underpinning human-centric, ethical and responsible digital problem-solving
- Creative approaches for applying digital technologies to non-routine problems
- Approaches for monitoring digital technological developments and competence implications

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- Strategies for coaching and supporting others to develop confidence, autonomy and digital capability
- Sources, methods and criteria for identifying, compiling and contextualising digital competence learning opportunities.

Skills

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

- Apply advanced strategies to troubleshoot technical problems in digital environments
- Coach a colleague to diagnose and resolve technical problems in digital environments
- Adjust digital environment features to meet diverse user needs and preferences, evaluating the effectiveness of configurations and digital assistance tools
- Assess the accessibility, inclusivity, fairness and rights-sensitivity of digital technologies in context
- Use digital technologies efficiently, responsibly and ethically to solve problems, prioritising human-centric approaches
- Contribute to initiatives that apply digital technologies to problem-solving tasks
- Monitor digital technological developments and their implications for digital competence needs, engaging in ongoing self-development
- Compile and contextualise digital competence learning opportunities to build another person's confidence, capability and autonomy in digital environments.

Application of Knowledge & Skills

Learners work independently within established workplace frameworks and procedures, applying judgement to identify and solve digital problems across varied workplace contexts.

This applies to non-routine workplace problem-solving tasks requiring analysis and evaluation across diverse organisational contexts, including situations with multiple variables and stakeholder considerations.

Learners will follow:

- Established workplace frameworks and procedures for digital problem-solving
- Escalation to specialist technical expertise or organisational policy guidance when matters fall outside established frameworks, including human-centric, ethical and rights-sensitive considerations requiring specialist expertise.

Learners are responsible for:

- Making informed decisions about troubleshooting strategies, environment configurations, accessibility assessments, creative technology applications and digital competence development approaches across varied contexts, and exercising judgement on human-centric, ethical and rights-sensitive considerations

Learners are accountable for:

- The selection and application of digital tools and approaches for problem-solving, and the verification of outputs from AI-supported problem-solving activities

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- The quality of digital problem-solving outputs in their own work and in supporting and guiding the work of others.

Pre-requisite unit(s)

No pre-requisite units

Competency field(s)

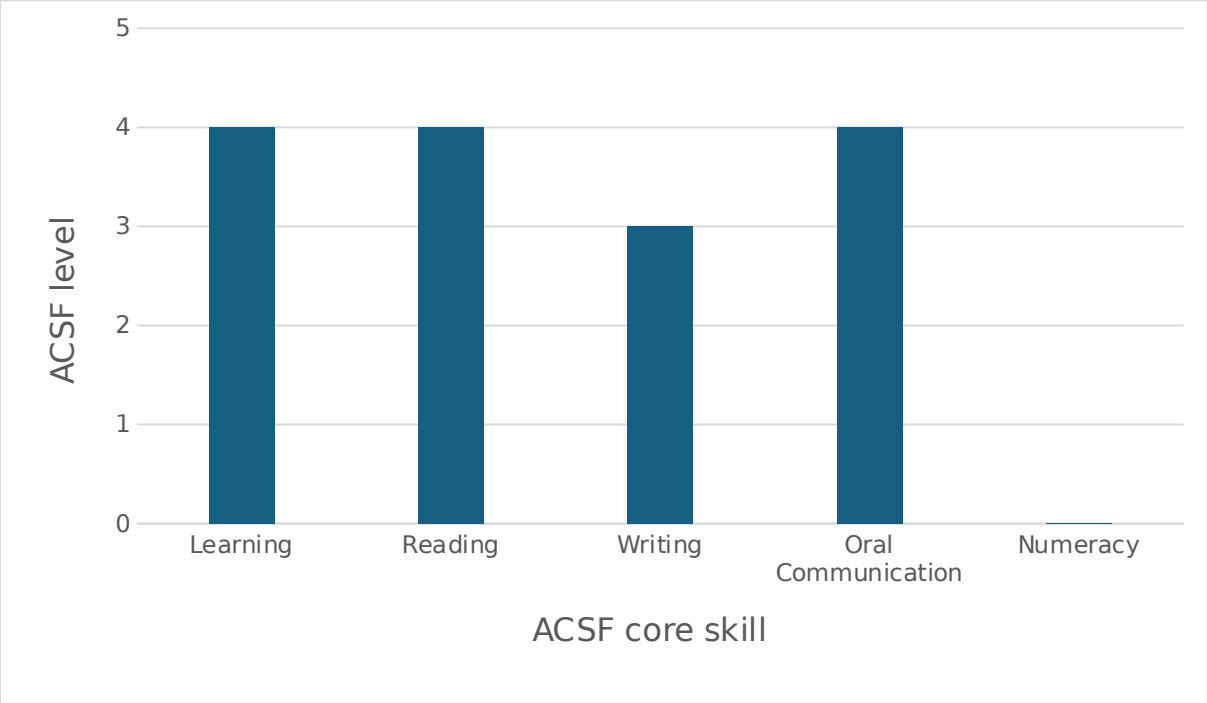
Digital Competence

Unit sector(s)

Digital Capability

Foundation skills

The foundation skills in this unit are outlined below



Core Skills	ACSF Indicators and Performance Features
Learning	Designs, reflects on and redesigns approaches, adapting strategies to new contexts. Self-directing learning in an expanding range of contexts and using formal approaches to maintain currency in a specialised field.
Reading	Interprets and critically analyses complex texts. Understanding texts with complex structures and some technical specificity, synthesising information from several sources, and

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	beginning to evaluate credibility and relevance as a routine part of reading.
Writing	Communicates relationships between ideas in a style suited to audience and purpose. A range of text types with appropriate structures, interrelating ideas and information and varying language for the audience.
Oral Communication	Shows flexibility, choosing structures and strategies across a range of contexts. Complex oral exchanges such as exploring issues, problem solving and reconciling points of view, with control of oral genres such as reports and discussions.
Numeracy	No ACSF level assigned.

Range of conditions

N/A

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Assessment Requirements for BSBDIG405X Develop Advanced Digital Problem Identification and Solving Skills

Performance Evidence

Learners must demonstrate ability to:

- Troubleshoot a technical problem in a digital environment using advanced strategies, coaching a colleague to diagnose and resolve a related issue
- Adjust digital environment features to meet diverse user needs, assessing the accessibility, inclusivity, fairness and rights-sensitivity of the resulting configuration
- Apply digital technologies efficiently, responsibly and ethically to a non-routine problem, contributing to an initiative that applies digital technologies to problem-solving
- Monitor digital technological developments relevant to your own competence needs, and compile learning opportunities to build another person's confidence, capability and autonomy.

Knowledge Evidence

Learners must demonstrate advanced knowledge of:

- Advanced solution-finding strategies and diagnostic approaches for troubleshooting technical problems in digital environments
- Methods for assessing the accessibility, inclusivity, fairness and rights-sensitivity of digital technologies, and approaches for configuring digital environments to meet diverse needs
- The principles underpinning human-centric, ethical and responsible digital problem-solving, and creative approaches for applying digital technologies to non-routine problems
- Approaches for monitoring digital technological developments and their competence implications, strategies for coaching and supporting others to develop digital capability, and sources and methods for compiling learning opportunities.

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

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		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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