Australian Government

BSBDIG505X Develop Highly Advanced Digital Problem Identification and Solving Skills

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Release: 1

BSBDIG505X Develop Highly 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 manage digital problem identification and solving across diverse organisational contexts.

The primary purpose of this unit is to develop highly advanced digital capabilities that support strategic leadership across diverse workplace contexts and underpin further professional development. Learners apply these capabilities across all industries in complex workplace tasks at a highly advanced level.

Learners develop highly 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

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Skills

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

- Resolve complex technical problems using digital technologies, and build confidence and autonomy in others to do the same
- Design and deliver training that builds another person's capability to use digital devices and systems effectively
- Apply specialist knowledge of inclusive and accessible digital technologies to resolve complex accessibility problems
- Assess complex or ambiguous user needs and tailor digital solutions accordingly
- Contribute specialist expertise to improving digital assistance tools and accessible technologies
- Apply digital technologies to develop innovative responses to complex, unfamiliar problem-solving challenges
- Take responsibility for the quality of problem-solving practice within a team or work area
- Monitor personal development needs and engage in ongoing self-development to maintain complex digital competence
- Provide expert mentoring and develop learning materials to build another person's digital competence.

Application of Knowledge & Skills

Learners work independently and with significant self-direction across varied workplace contexts, applying specialist expertise to problem-solving practices and engaging in ongoing self-development to maintain and extend complex digital competence.

This applies to complex workplace problem-solving challenges requiring application of frameworks and integration of digital problem-solving considerations with organisational risk management and compliance requirements.

Learners will follow:

- Organisational policies and frameworks for digital problem-solving, accessibility and inclusive technology adoption, contributing to their implementation.

Learners are responsible for:

- Making judgement-based decisions about digital problem-solving approaches, solution tailoring, training design and capability development approaches, within established organisational frameworks
- Exercising judgement on accessibility requirements, inclusive technology adoption and complex needs assessment

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- Building confidence and autonomy in others to independently resolve technical problems
- Mentoring others to identify and address their digital competence needs
- Determining when specialist expertise, legal or regulatory advice, or senior consultation is required.

Learners are accountable for:

- Leading problem-solving initiatives in the workplace
- The selection of digital problem-solving approaches
- Tailoring of digital solutions
- Contributions to organisational policies for accessibility and inclusive technology adoption
- The application of governance frameworks and organisational systems in their own work and in building capability in others
- Contributing to the evaluation and improvement of digital assistance tools and accessible technologies
- The development and use of learning materials to support others' digital competence development.

Pre-requisite unit(s)

No pre-requisite units

Competency field(s)

Digital Competence

Unit sector(s)

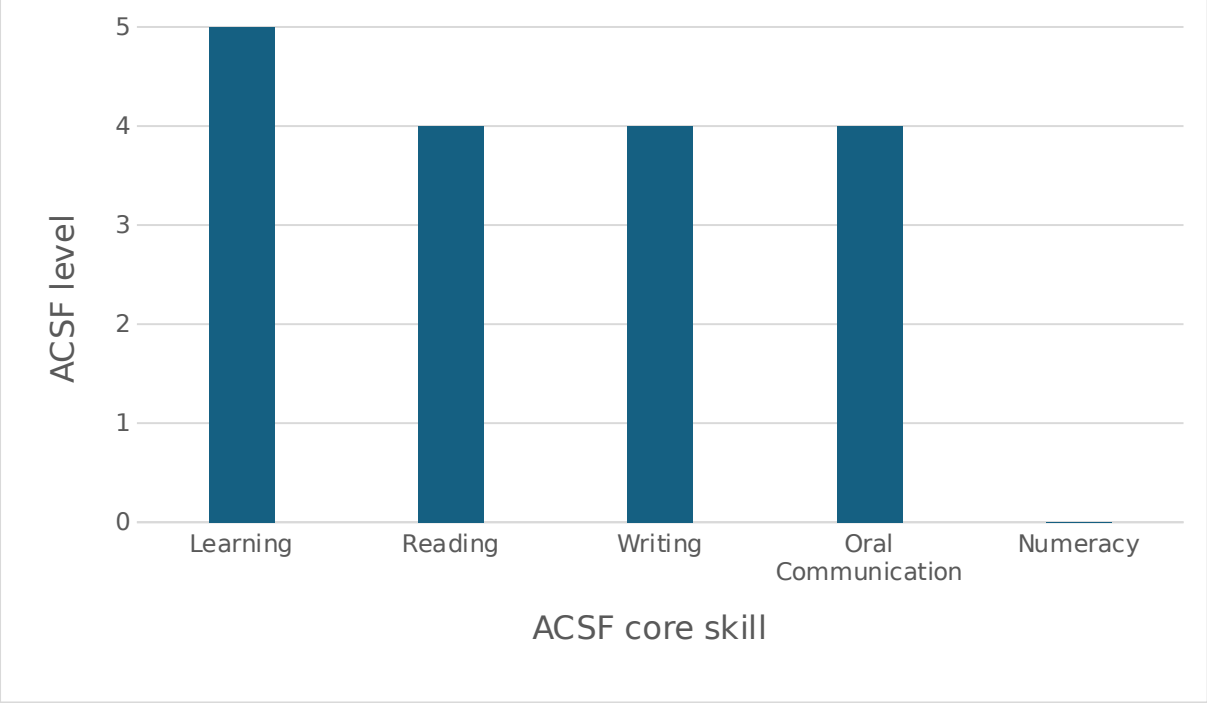
Digital Capability

Foundation skills

The foundation skills in this unit are outlined below

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Core Skills	ACSF Indicators and Performance Features
Learning	Self-directs learning, drawing on a broad and expanding repertoire of strategies. Self-directing learning in highly challenging contexts, critically evaluating information from a wide variety of sources, and using structured approaches to currency and critical reflection.
Reading	Interprets and critically analyses complex texts. Understanding texts with complex structures and some technical specificity, synthesising information from several sources, and beginning to evaluate credibility and relevance as a routine part of reading.
Writing	Communicates complex relationships between ideas, matching style to purpose and audience. Control of text types such as reports and procedures, writing for a range of purposes and integrating information from several sources.
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.

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Range of conditions

N/A

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Assessment Requirements for BSBDIG505X Develop Highly Advanced Digital Problem Identification and Solving Skills

Performance Evidence

Learners must demonstrate ability to:

- Resolve a complex technical problem using digital technologies, taking responsibility for the quality of related problem-solving practice within a team or work area
- Resolve a complex accessibility or user-needs problem by applying specialist knowledge of inclusive and accessible digital technologies, and contribute to improving a digital assistance tool or accessible technology
- Apply digital technologies to develop an innovative response to an unfamiliar or complex problem-solving challenge
- Design and deliver training or learning materials that build another person's digital device, system or competence capability, while monitoring and addressing your own development needs.

Knowledge Evidence

Learners must demonstrate ability to:

- Resolve a complex technical problem using digital technologies, taking responsibility for the quality of related problem-solving practice within a team or work area
- Resolve a complex accessibility or user-needs problem by applying specialist knowledge of inclusive and accessible digital technologies, and contribute to improving a digital assistance tool or accessible technology
- Apply digital technologies to develop an innovative response to an unfamiliar or complex problem-solving challenge
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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

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		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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