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Section 1: Meeting VET sector requirements

Training organisations have a range of requirements that they must meet in developing and implementing quality training and assessment strategies and practices for course programs. As a trainer, you also have a range of requirements that must be considered when implementing programs for your specific group of learners.

1.1 How Aspire's resources assist in meeting requirements

The following section outlines a range of VET sector requirements and how Aspire's resources may assist you and your training organisation in implementing a quality learning experience.

VET sector requirement	Aspire's approach
Australian Qualifications Framework The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. You and your training organisation must be aware of the requirements of the relevant AQF qualification or course requirements, from the endorsed training package, as you implement course delivery.	Aspire's learning resources and checkpoints have been pitched at a level suitable for the unit of competency and the qualifications for which it is relevant, based on the specifications in the Australian Qualifications Framework (AQF) (Second edition, January 2013). For more information regarding these specifications, and to download the Australian Qualifications Framework, visit the AQF website at: www.aqf.edu.au.

Section 2: Unit of competency information

2.1 Unit of competency

FSKLRG09 Use strategies to respond to routine workplace problems

Modification history

Release	Comments
Release 1	This streamlined version first released with *FSK Foundation Skills Training Package version 1.0*.

Application

This unit describes the skills and knowledge required to identify routine workplace problems and strategies to respond to the problems.

This unit applies to individuals who need learning skills at Australian Core Skills Framework (ACSF) level 3 to undertake a vocational training pathway or workplace tasks.

This unit is designed for integration and contextualisation with vocational units to support achievement of vocational competency.

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

Unit Sector

Learning

2.2 Unit of competency assessment requirements

Assessment Requirements for FSKLRG09 Use strategies to respond to routine workplace problems

Modification History

Release	Comments
Release 1	This streamlined version first released with *FSK Foundation Skills Training Package version 1.0*.

Performance Evidence

Evidence of the ability to:

- identify workplace problems

- propose appropriate strategies to respond to problems

- respond to feedback as appropriate.

Evidence must be collected using routine workplace tasks.

Note: Where a specific volume and/or frequency is not specified, evidence must be provided at least once.

Knowledge Evidence

Evidence of the following knowledge must be demonstrated:

- factors contributing to routine workplace problems

- a range of strategies for problem solving

- sources of advice and feedback.

Assessment Conditions

Assessment texts and tasks reflect those typically found in the workplace.

Individuals can access own familiar support resources.

Culturally appropriate processes and techniques suited to the language, literacy and numeracy capacity of individuals and the work being performed must be used.

Reasonable adjustments can be made to ensure equity in assessment for people with disabilities.

Assessors must satisfy NVR/AQTF assessor requirements, have sound knowledge of the ACSF and have demonstrable expertise in the vocational contextualisation and assessment of the core skill - learning.

Links

Companion volumes from the IBSA website – http://www.ibsa.org.au

3.2 Delivery plans

The following sample delivery plans can be used to deliver *FSKLRG09 Use strategies to respond to routine workplace problems*. These plans, including the time allocations, are suggestions only. You may need to add to them, change them or substitute your own activities according to the interest level, experience of the learners and the specific situation. Remember, it is your responsibility as the trainer to use the most appropriate strategies for your learners.

The delivery plans have been developed for use in a face-to-face delivery environment. However, certain features of the delivery plans can be adapted to be used for individual/online learners, particularly for those parts of the learning content that necessitate some form of group interaction or communication.

Day 1	
Suggested time allocation: 8 hours **Suggested resources**: • Recommended reading • Slide presentation software	**Slide nos**: 5–20
Recommended reading	**Terminology checklist**
Aspire learner guide *FSKLRG09 Use strategies to respond to routine workplace problems,* Release 1 Day 1	• Workplace problems • Predictable • Workplace procedures • Budget • Documentation • Time • Work health and safety (WHS) • Staff • Communication • Action plan
Suggested training strategies	
• Commence facilitation of this unit of competency by introducing learners to the Aspire learner guide *FSKLRG09 Use strategies to respond to routine workplace problems.*	
• Learners should develop a personal glossary to record any terms that are new to them, using the table provided at the beginning of the learner guide. They should record a definition and use the term in the correct context.	
• Describe assessment processes in the preliminary section of the unit. Ensure learners understand that they will be required to demonstrate their ability to perform the required skills related to this unit of competency. They will usually need to arrange to be observed performing appropriate tasks. Learners should plan with you the opportunities that will be available to them to demonstrate their competence. Refer to the final assessment task in the Aspire learner guide for guidance.	

3.3 Learning mapping

FSKLRG09 Use strategies to respond to routine workplace problems, Release 1

FSKLRG09 Use strategies to respond to routine workplace problems	Content	Checkpoint (CP)
Element 1: Plan to respond to workplace problems	Day 1	CP Day 1
1.1 Identify routine workplace problems	Day 1 • Workplace problems	CP Day 1: Q 3, 4
1.2 Investigate a range of strategies for responding to workplace problems	Day 1 • Responding to workplace problems Day 2 • What caused this problem?	CP Day 1: Q 5
Element 2: Propose problem solving strategies	Day 2	CP Day 2
2.1 Identify a potential workplace problem	• What caused this problem? • Potential problems	CP Day 2: Q 2
2.2 Identify factors contributing to the selected workplace problem	• What caused this problem?	CP Day 2: Q 1
2.3 Propose appropriate problem solving strategies	• Solving potential problems	CP Day 2: Q 3
Element 3: Review problem solving strategies	Day 3	CP Day 3
3.1 Seek feedback from appropriate person	• Feedback	CP Day 3: Q 2
3.2 Record and review feedback	• Reviewing feedback	CP Day 3: Q 2, 3, 4
3.3 Revise strategies as appropriate	• Making changes	CP Day 3: Q 5
Performance evidence		
PE1 Identify workplace problems	Day 1: • Workplace problems Day 2: • Potential problems	CP Day 1: Q 2 CP Day 2: Q 2

Section 4: Assessment

4.1 Assessment approach

Assessment is all about collecting evidence and making decisions as to whether or not a learner has achieved competency. Assessment confirms that the learner can perform to the expected workplace standard, as outlined in the units of competency.

This section contains marking guidance for the final assessment tasks in the corresponding Aspire learner guide.

It is an important responsibility of trainers and assessors to complete the assessment records themselves. This ensures all additional assessment activities deemed appropriate, outside those in the Aspire learner guide, are included in these records.

All assessment activities should be undertaken in conjunction with your training organisation's relevant course training and assessment strategy, policies and procedures.

4.3 Assessment mapping

FSKLRG09 Use strategies to respond to routine workplace problem, Release 1

FSKLRG09 Use strategies to respond to routine workplace problems	Part A – Questioning	Part B – Project: A problem in the library	Part C – Observation
Element 1: Plan to respond to workplace problems			
1.1 Identify routine workplace problems	Q 1	P1	O1
1.2 Investigate a range of strategies for responding to workplace problems			O1, O3
Element 2: Propose problem solving strategies			
2.1 Identify a potential workplace problem		P1	
2.2 Identify factors contributing to the selected workplace problem	Q 2	P2	
2.3 Propose appropriate problem solving strategies	Q 4	P3, P4	O2, O3
Element 3: Review problem solving strategies			
3.1 Seek feedback from appropriate person	Q 3	P5	O5
3.2 Record and review feedback			O7, O8
3.3 Revise strategies as appropriate		P6	
Performance evidence			
PE1 Identify workplace problems	Q 1	P1	O1
PE2 Propose appropriate strategies to respond to problems	Q 4	P3	O1, O2, O3
PE3 Respond to feedback as appropriate		P6	O7, O8, O9
Knowledge evidence			
KE1 Factors contributing to routine workplace problems		P2	
KE2 A range of strategies for problem solving		P3	O2, O3

4.5 Completing the record of outcome

Once all required assessment tasks and options have been completed satisfactorily by the learner, the final assessment record of outcome form must be completed.

This must be submitted to your training organisation's records administration as soon as possible after the final assessment tasks are completed and marked. An example is provided here.

Record of outcome

Training organisation name:	
Learner name:	
Unit code and title:	*FSKLRG09 Use strategies to respond to routine workplace problem*, Release 1
Assessor name:	
Assessor email:	
Assessor phone number:	

Assessment tasks:		**Satisfactorily completed**
	• Part A – Questioning	❑
	• Part B – Project: A problem in the library	❑
	• Part C – Observation	❑
Declaration:	In completing this assessment, I confirm that the learner has demonstrated all unit outcomes through consistent and repeated application of skills and knowledge with competent performance demonstrated in multiple instances over a period of time. Evidence collected has been confirmed as:	