CATAPULT

FSKLRG002

Identify strategies to respond to short and simple workplace problems

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit FSKLRG002.

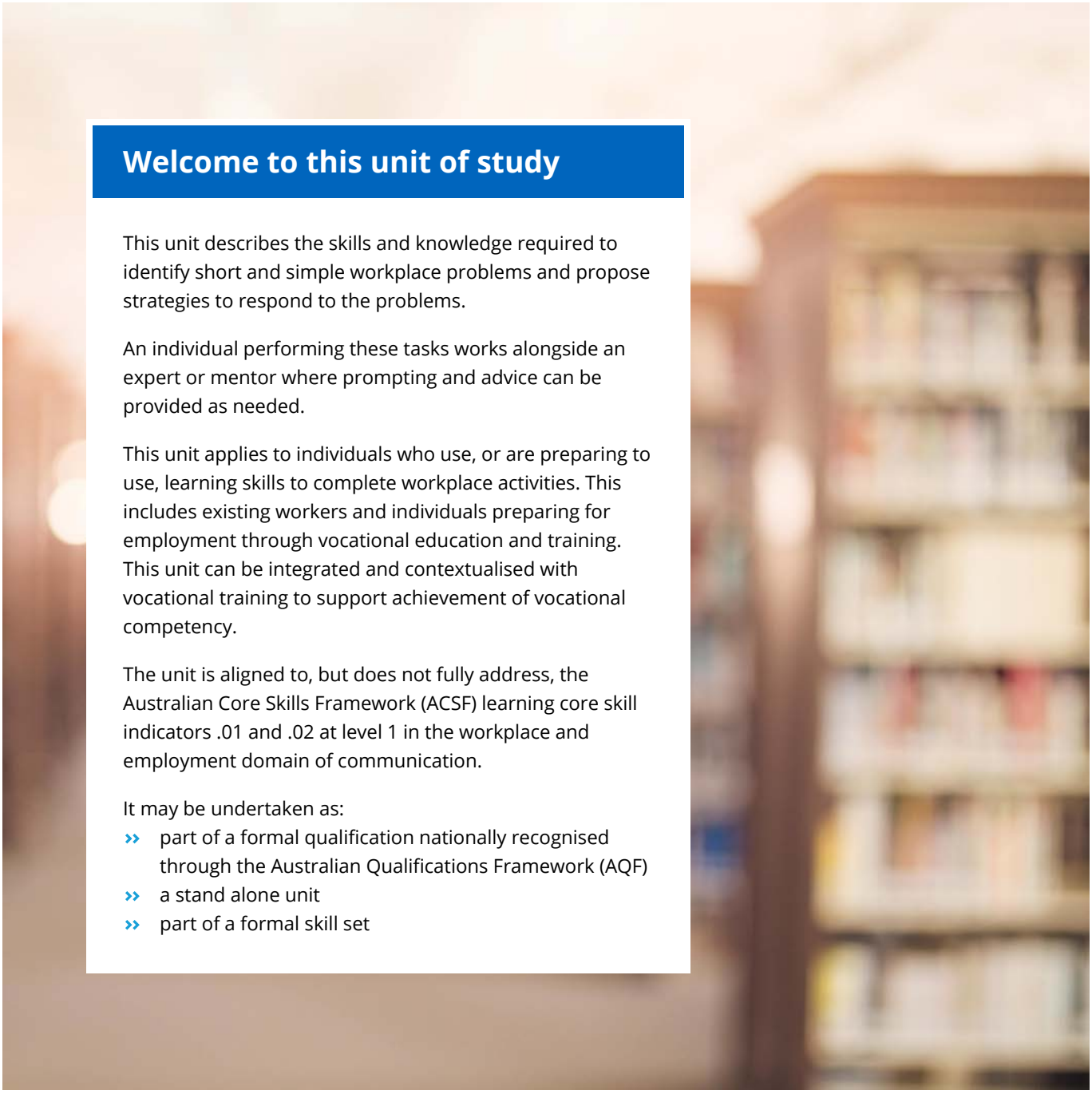
For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

https://catapultlearning.com.au/product/FSKLRG002/

© Catapult Smallprint Pty Ltd

Trainer/assessor guide

FSKLRG002
Identify strategies to respond to short and simple workplace problems



Welcome to this unit of study

This unit describes the skills and knowledge required to identify short and simple workplace problems and propose strategies to respond to the problems.

An individual performing these tasks works alongside an expert or mentor where prompting and advice can be provided as needed.

This unit applies to individuals who use, or are preparing to use, learning skills to complete workplace activities. This includes existing workers and individuals preparing for employment through vocational education and training. This unit can be integrated and contextualised with vocational training to support achievement of vocational competency.

The unit is aligned to, but does not fully address, the Australian Core Skills Framework (ACSF) learning core skill indicators .01 and .02 at level 1 in the workplace and employment domain of communication.

It may be undertaken as:

- part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- a stand alone unit
- part of a formal skill set

© smallprint owns all copyright on its products as detailed in the Copyright Act 1968.
It does not issue licenses for reproduction of this material.

Contents

About this trainer/assessor guide **4**

Learning resource **5**

Topic 1: Identify short and simple problems affecting own work 5

Identify a range of routine workplace problems 5

Identify and select a workplace problem for review 7

Identify possible factors contributing to the problem 8

Check your understanding 9

Topic 2: Propose problem solving strategies 11

Identify strategies to respond to a workplace problem 11

Identify appropriate resources or tools that may be required for problem solving 13

Check your understanding 15

Topic 3: Review problem solving strategies 17

Seek feedback from on proposed strategy 17

Identify alternative approaches for resolving the problem 19

Check your understanding 21

References 23

Assessment workbook **25**

Unit information 27

What is competency-based assessment? 28

How will my competency be assessed? 29

Assessment agreement 30

Foundation skills checklist 31

Skills recognition **32**

Topic 1: Identify short and simple problems affecting own work 33

Topic 2: Propose problem solving strategies 34

Topic 3: Review problem solving strategies 35

Knowledge questions **36**

Topic 1: Identify short and simple problems affecting own work 37

Topic 2: Propose problem solving strategies 39

Topic 3: Review problem solving strategies 40

Topic 4: Specific knowledge evidence 41

Performance tasks **50**

Third party evidence collection agreement 51

Topic 1: Identify short and simple problems affecting own work 52

Topic 2: Propose problem solving strategies 54

Topic 3: Review problem solving strategies 56

Completion record **58**

Unit mapping **59**

Trainer/ assessor user instructions **60**

© smallprint V5 Mar 2020

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- Identify short and simple problems affecting own work
- Propose problem solving strategies
- Review problem solving strategies

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- a set of true or false questions
- a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- information on competency-based assessment
- instructions on how you will be assessed
- assessment tools to assess your competence
- instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.

© smallprint V5 Mar 2020