

Title	Solve a complex problem using a problem-solving model		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to solve a complex problem using a problem-solving model.
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Classification	Core Generic > Self-Management
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Available Grade	Achieved
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Guidance Information

- 1 Recommended skills and knowledge: Candidates who are assessed against this unit standard should have knowledge and skills equivalent to that specified in Unit 9695, *Examine problem-solving models and apply a problem-solving model to a problem of some complexity*.
- 2 For assessment against this standard the *problem* must be one of complexity that requires detailed definition and analysis before options can be evaluated. The problem must be of sufficient complexity to align with the descriptor for level 4, available in *The New Zealand Qualifications Framework* at [Understanding the New Zealand Qualifications Framework \(NZQF\) » NZQA](#) . The same problem must be used throughout this standard, and must be resolved.
- 3 Definitions
A problem-solving model is a process with a series of defined steps.
Ownership refers to the person(s) with responsibility for managing the problem.

Outcomes and performance criteria

Outcome 1

Solve a complex problem using a problem-solving model.

Performance criteria

- 1.1 The problem is explained in terms of the parties involved, effects, ownership.
- 1.2 Problem-solving models are described.
 Range three models.
- 1.3 One problem-solving model is selected and justified for its suitability to solve the problem.
 Range justification includes comparison with other models.

1.4 Problem is resolved through application of the model.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	28 February 1997	31 December 2012
Revision	2	8 June 1999	31 December 2012
Revision	3	22 January 2003	31 December 2012
Review	4	25 July 2006	31 December 2013
Review	5	17 November 2011	31 December 2017
Review	6	18 June 2015	31 December 2019
Review	7	25 January 2018	N/A
Review	8	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.