

Title	Examine problem-solving models and apply a problem-solving model to a problem of some complexity		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to: examine problem-solving models; and apply a problem-solving model to a problem of some complexity.
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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 undergo assessment against this unit standard should have expertise in problem-solving at least equivalent to that specified in Unit 7123, *Apply a problem-solving model*.
- 2 Definitions
A problem-solving model is a process with a series of defined steps.
A problem-solving technique is a tool which is used as a step within a problem-solving model.
- 3 For assessment against this standard the *problem* must be one of some complexity that requires some definition and analysis before options can be evaluated. The problem must be of sufficient complexity to align with the descriptor for level 3, available in *The New Zealand Qualifications and Credentials Framework* (NZQCF) at [About the NZQCF - NZQA](#). The same problem must be used throughout this standard.
- 4 The focus of this unit standard is on problem-solving models and the application of one model to a problem. Actually resolving the problem is not a requirement of this standard. This is covered in Unit 9696, *Solve a complex problem using a problem-solving model*.

Outcomes and performance criteria

Outcome 1

Examine problem-solving models.

Performance criteria

- 1.1 Problem-solving models are described.

Range evidence of three models is required.

- 1.2 Advantages and disadvantages of each of the three identified models are explained.
- 1.3 Problem-solving techniques are described in terms of their purpose.
Range evidence of three techniques is required.
- 1.4 Advantages and disadvantages of each identified technique are explained.

Outcome 2

Apply a problem-solving model to a problem of some complexity.

Performance criteria

- 2.1 The problem is described in terms of its significant factors.
- 2.2 A problem-solving model is selected and selection is justified in terms of its relevance to the problem.
- 2.3 The model is applied to the problem.
- 2.4 Results of applying the problem-solving model are described in terms of its suitability and outcome achieved.

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	31 December 2025
Review	8	2 March 2023	N/A
Revision	9	28 August 2025	N/A

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at [Search Framework](#).

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.