

Title	Apply a problem-solving model		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to apply 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 undergo assessment against this unit standard should have a level of theoretical knowledge of problem-solving at least equivalent to that specified in Unit 9695, *Examine problem-solving models and explain associated techniques*.
- 2 For assessment against this standard the *problem* must be one of complexity that requires 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 <http://www.nzqa.govt.nz/providers-partners/quick-links-to-nzqf-documents/>. The same problem must be used throughout this standard.
- 3 People should be assessed against this unit standard in a real-life context using naturally occurring evidence or in simulated conditions that demand performance equivalent to that required in the real-life context.
- 4 Where naturally occurring evidence is used for assessment against this unit standard, a verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.

Outcomes and performance criteria

Outcome 1

Apply a problem-solving model.

Performance criteria

- 1.1 The problem is examined and explained.

Range problem parameters, stakeholders, possible causes, historical influences, relevant facts, other contributing factors; evidence of four is required.

- 1.2 Possible solutions to the problem are identified using an appropriate model or models.
- 1.3 Criteria for evaluating solutions are established to match the problem.
- 1.4 Solution is selected and justified against established criteria and the problem's requirements.
- 1.5 A plan to implement the solution is outlined in accordance with the problem's requirements.

Planned review date	31 December 2022
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Status information and last date for assessment for superseded versions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

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.