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| **Title** | **Examine problem-solving models and apply one to a problem** |
| **Level** | **3** | **Credits** | **4** |

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| **Purpose** | People credited with this unit standard are able to examine problem-solving models and apply one to a problem. |

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| **Classification** | Core Generic > Self-Management |

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| **Available Grade** | Achieved |

**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 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 3, 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.

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: refer to Unit 9696, Resolve a 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.

**Performance criteria**

2.1 The problem is described in terms of its significant factors.

2.2 A problem-solving model is selected and justified.

2.3 Results of applying the problem-solving model are described in terms of its suitability and outcome achieved.

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| Planned review date | 31 December 2027 |

**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 |  | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0113 |

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.