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| **Title** | **Resolve a problem using a problem-solving model** |
| **Level** | **4** | **Credits** | **4** |

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| **Purpose** | People credited with this unit standard are able to resolve a problem using a problem-solving model. |

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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 are assessed against this unit standard should have knowledge and skills equivalent to that specified in Unit 9695, *Examine problem-solving models and apply one to a problem*.

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, and must be resolved.

3 Definition

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**

Resolve a problem using a problem-solving model.

**Performance criteria**

* 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.

1.5 Use of the problem-solving model is evaluated for effectiveness.

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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**Status information and last date for assessment for superseded versions**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.