

Skills that work for your future

The Institute of Applied Technology – Digital, in partnership with the Future Skills Organisation, is bringing future-focused training directly to you. Build confidence in understanding and applying digital skills, so you can enhance your work and support your students to succeed in a rapidly changing work environment.

Build practical AI skills



Basic Digital AI skills



Intermediate Digital
AI Skills



Advanced Digital
AI skills



Basic Digital Content
Creation Skills

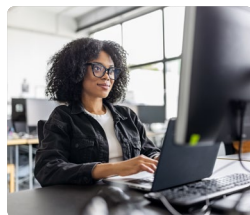


Advanced Digital
Content Creation Skills

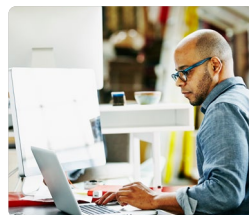
Stay safe, secure and responsible online



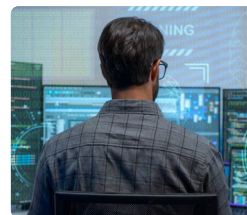
Develop Basic Digital
Safety, Wellbeing and
Responsible Use Skills



Develop Basic Digital
Cyber Security Skills



Develop Advanced
Digital Safety, Wellbeing
and Responsible Use
Skills



Develop Advanced
Digital Cyber Security
Skills

Feel confident using digital tools in work and everyday life



Basic Digital
Communication and
Collaboration Skills



Advanced Digital
Communication and
Collaboration skills



Basic Information/
Search, Evaluation and
Management



Advanced Information/
Search, Evaluation and
Management



Identification and
Solving Skills



Advanced Problem
Identification and
Solving Skills

The Digital Capability Training Product Trial, led by the Future Skills Organisation (FSO) has been designed to meet industry demand, this project is trialling a faster, more flexible approach to digital capability training – delivering AI and cyber skills sooner, while aligning with national accreditation pathways.

In partnership with



BSBXXX106

Develop Basic Digital Artificial Intelligence (AI) Skills

Course Overview:

Artificial Intelligence (AI) is already here. Learn to use it properly at work. This draft Unit of Competency - BSBXXX106 Develop Basic Digital Artificial Intelligence (AI) Skills gives learners the essential knowledge and practical confidence to use workplace-approved AI tools safely and effectively for routine tasks. Learners explore how AI generates outputs and why data matters, practise checking and verifying AI-generated content before using or sharing it and build awareness of common risks (including privacy, bias and inaccurate information) so they can follow workplace protocols and know when human judgement and escalation are required.

Certification:

This draft unit is delivered as a series of micromodules and is currently non-accredited. Learners receive digital badges as they progress; however, these recognise learning only and do not constitute competency, credit, or a nationally recognised qualification.

Subject to future accreditation of this unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

Competence areas (C1 - C5):

- C1. AI and data awareness
- C2. Questioning AI output
- C3. Understanding AI risks
- C4. Awareness of human-AI interaction
- C5. Applied AI awareness

Commitment:	30 hours
Learning level:	AQF 2
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	4 weeks
Week 1	2 x 2.5 hours educator-led sessions
Week 2	1 x 2.5 hours educator-led sessions
Week 3	Self-paced study and support session
Week 4	Assessment submission

To register an expression of interest

In partnership with



BSBXXX114

Develop Intermediate Digital Artificial Intelligence (AI) Skills

Course Overview:

Knowing how to use AI safely is one thing. Doing it systematically, every time, is another. The draft Unit of Competency-BSBXXX114 Develop Intermediate Digital Artificial Intelligence (AI) Skills builds on foundational safe AI use by developing a systematic, criteria-based approach to selecting AI tools, verifying outputs, managing risk controls and integrating AI into routine workplace processes. This draft unit goes beyond basic awareness by developing practical capability in verification (checking against authoritative sources and workplace standards), bias and limitation detection and applying risk controls, including privacy protection, data security and escalation procedures. It also strengthens human-AI collaboration, with defined handover points, quality checks and simple monitoring so AI use improves productivity without compromising accuracy or compliance.

Certification:

This draft unit is delivered as a series of micromodules and is currently non-accredited. Learners receive digital badges as they progress; however, these recognise learning only and do not constitute competency, credit, or a nationally recognised qualification.

Subject to future accreditation of this unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

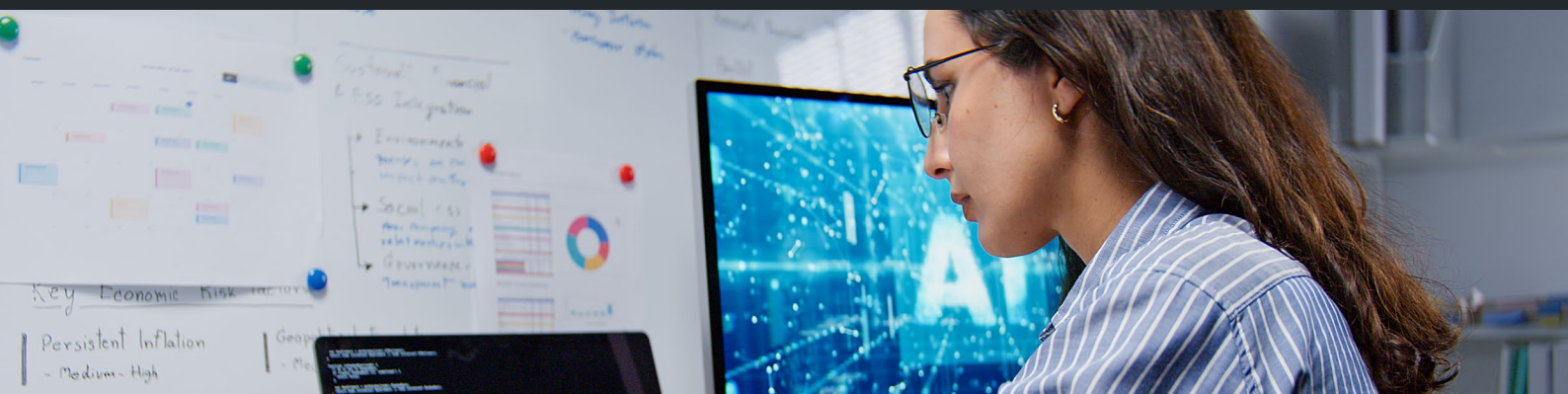
Competence areas (C1 - C5):

- C1. AI and data in action
- C2. Evaluating AI output
- C3. Managing AI risks
- C4. Human-AI collaboration
- C5. AI integration

Commitment:	40 hours
Learning level:	AQF 3
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	4 weeks
Week 1	2 x 2.5 hours educator-led sessions
Week 2	1 x 2.5 hours educator-led sessions
Week 3	Self-paced study and support session
Week 4	Assessment submission

To register an expression of interest

In partnership with



BSBXXX122

Develop Advanced Digital Artificial Intelligence (AI) Skills

Course Overview:

Most workers will use AI. A handful must lead how it is used across the organisation. This draft Unit of Competency - BSBXXX122 Develop Advanced Digital Artificial Intelligence (AI) Skills is for leaders and senior practitioners who need to implement, evaluate and embed AI across workplace processes not just use it for individual tasks. Learners develop advanced capability to deploy multiple AI tools to deliver AI-enabled solutions, challenge outputs with professional judgement and apply ethical AI principles, privacy controls and data governance requirements. This draft unit goes further by focusing on strategic integration and adoption: managing AI-related risks at an organisational level, designing effective human-AI collaboration and oversight and supporting and guiding others to build sustainable AI capability across teams.

Certification:

This draft unit is delivered as a series of micromodules and is currently non-accredited. Learners receive digital badges as they progress; however, these recognise learning only and do not constitute competency, credit, or a nationally recognised qualification.

Subject to future accreditation of this unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

Competence areas (C1 - C5):

- C1. AI and data leadership
- C2. Challenging AI output
- C3. Shaping AI risk practices
- C4. Human-AI collaboration leadership
- C5. Strategic AI integration

Commitment:	50 hours
Learning level:	AQF 4
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	6 weeks
Week 1	2 x 3 hours educator-led sessions
Week 2	2 x 3 hours educator-led sessions
Week 3	2 x 3 hours educator-led sessions
Week 4	Self-paced study and support session
Week 5	Self-paced study and support session
Week 6	Assessment submission

To register an expression of interest

In partnership with



BSBXXX102

Develop Basic Digital Content Creation Skills

Course Overview:

Strong digital content creation skills help teams communicate clearly, work efficiently and present in a consistent manner that is aligned with workplace branding requirements. This draft Unit of Competency BSBXXX102 Develop Basic Digital Content Creation Skills builds practical, entry-level capability to create, edit and manage everyday workplace content using approved tools and templates. Learners practise producing common file types, improving formatting and quality, integrating existing materials responsibly and following basic legal and ethical requirements (including copyright and licences). The draft unit also introduces simple automation and step-by-step instructions to support routine content tasks, with an emphasis on human oversight when using generative AI in workplace settings.

Certification:

This draft unit is delivered as a series of micromodules and is currently non-accredited. Learners receive digital badges as they progress; however, these recognise learning only and do not constitute competency, credit, or a nationally recognised qualification.

Subject to future accreditation of this unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

Competence areas (C1 - C4):

- C1. Developing digital content
- C2. Integrating and re-elaborating digital content
- C3. Copyright and licences
- C4. Computational thinking and programming

Commitment:	30 hours
Learning level:	AQF 2
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	4 weeks
Week 1	2 x 2.5 hours educator-led sessions
Week 2	1 x 2.5 hours educator-led sessions
Week 3	Self-paced study and support session
Week 4	Assessment submission

To register an expression of interest

In partnership with



BSBXXX118

Develop Advanced Digital Content Creation Skills

Course Overview:

Producing professional digital content at scale takes more than tool skills. This draft Unit of Competency - BSBXXX118 Develop Advanced Digital Content Creation Skills is for experienced practitioners who lead how their organisation creates, integrates and manages digital content for diverse audiences and complex needs. Learners build the capability to combine multiple tools to produce complex digital content for defined audiences, apply AI ethically and transparently when integrating or re-elaborating content and use computational thinking and programming to automate routine content tasks. This draft unit goes further by adding the leadership and judgement that complex content work demands: applying copyright, licensing and intellectual property guidelines to non-routine cases, balancing AI use with human oversight in creative work and supporting others to lift their own content creation capability.

Certification:

This draft unit is delivered as a series of micromodules and is currently non-accredited. Learners receive digital badges as they progress; however, these recognise learning only and do not constitute competency, credit, or a nationally recognised qualification.

Subject to future accreditation of this unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

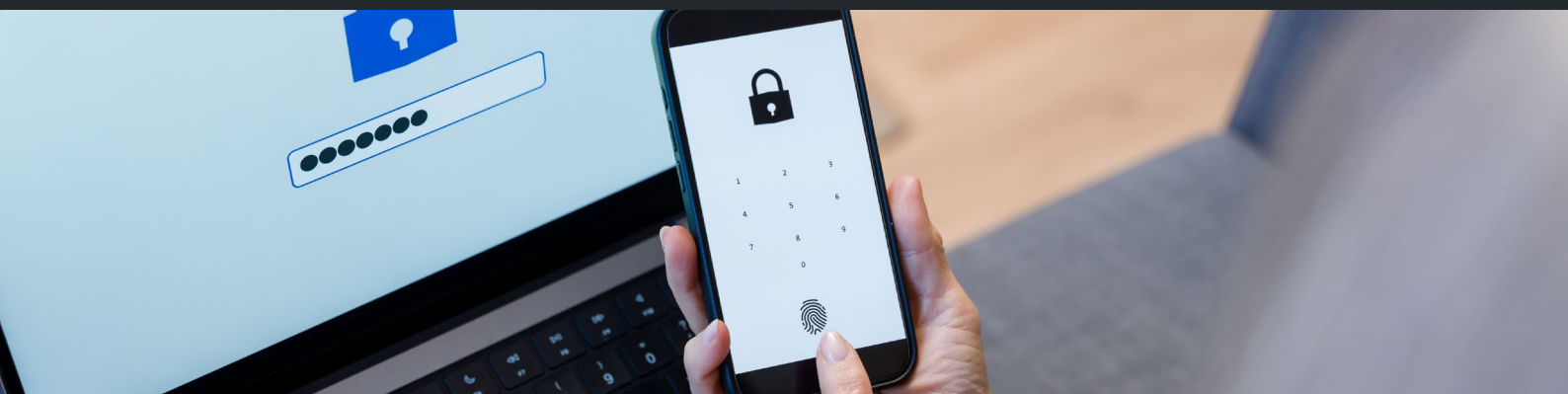
Competence areas (C1 - C4):

- C1. Developing digital content
- C2. Integrating and re-elaborating digital content
- C3. Copyright and licences
- C4. Computational thinking and programming

Commitment:	50 hours
Learning level:	AQF 4
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	6 weeks
Week 1	2 x 3 hours educator-led sessions
Week 2	2 x 3 hours educator-led sessions
Week 3	2 x 3 hours educator-led sessions
Week 4	Self-paced study and support session
Week 5	Self-paced study and support session
Week 6	Assessment submission

To register an expression of interest

In partnership with



BSBXXX105

Develop Basic Digital Safety, Wellbeing and Responsible Use Skills

Course Overview:

Staying safe and well online starts with the everyday choices each worker makes: what to click, what to share and when to step away from the screen. This draft Unit of Competency - BSBXXX105 Develop Basic Digital Safety, Wellbeing and Responsible Use Skills builds the practical, entry-level capability every worker needs to protect their devices, look after their wellbeing online and use workplace technology responsibly. Learners apply basic device and data protection measures, recognising and responding to identity theft and wellbeing risks in digital environments and following simple strategies to reduce the energy and data impact of how they work online. This draft unit clearly differentiates itself by treating digital safety as personal practice rather than compliance: spotting platform features designed to capture attention, recognising signs of problematic digital habits and knowing who to alert when a concern goes beyond personal action.

Certification:

This draft unit is delivered as a series of micromodules and is currently non-accredited. Learners receive digital badges as they progress; however, these recognise learning only and do not constitute competency, credit, or a nationally recognised qualification.

Subject to future accreditation of this unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

Competence areas (C1 - C4):

- C1. Protecting devices
- C2. Protecting personal data and privacy
- C3. Supporting wellbeing
- C4. Environmental impacts of digital technologies

Commitment:	30 hours
Learning level:	AQF 2
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	4 weeks
Week 1	2 x 2.5 hours educator-led sessions
Week 2	1 x 2.5 hours educator-led sessions
Week 3	Self-paced study and support session
Week 4	Assessment submission

To register an expression of interest

In partnership with



BSBXXX107

Develop Basic Digital Cyber Security Skills

Course Overview:

Every employee with a workplace login is part of how the workplace stays secure. This draft Unit of Competency -BSBXXX107 Develop Basic Digital Cyber Security Skills builds the essential cyber awareness every employee needs to protect workplace systems and information. Learners develop confidence to recognise common cyber threats (such as suspicious emails, unsafe links and unusual system behaviour), follow workplace security protocols when using digital systems and handle data in line with basic classification, access and sharing requirements. This draft unit clearly differentiates itself by focusing on every day, practical behaviours and incident readiness: knowing what to do, who to tell and how to report concerns through the correct workplace channels, so risks are escalated early and a positive security culture is reinforced across the team.

Certification:

This draft unit is delivered as a series of micromodules and is currently non-accredited. Learners receive digital badges as they progress; however, these recognise learning only and do not constitute competency, credit, or a nationally recognised qualification.

Subject to future accreditation of this unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

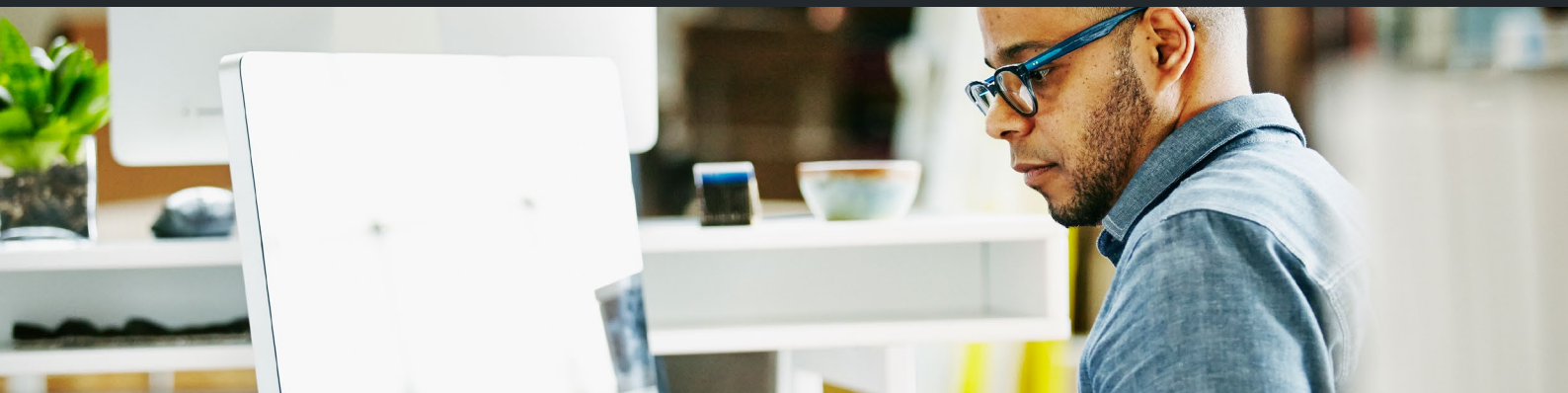
Competence areas (C1 - C5):

- C1. Cyber security threat awareness
- C2. Workplace security protocols
- C3. Data protection
- C4. Incident response
- C5. Security culture contribution

Commitment:	30 hours
Learning level:	AQF 2
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	4 weeks
Week 1	2 x 2.5 hours educator-led sessions
Week 2	1 x 2.5 hours educator-led sessions
Week 3	Self-paced study and support session
Week 4	Assessment submission

To register an expression of interest

In partnership with



BSBXXX121

Develop Advanced Digital Safety, Wellbeing and Responsible Use Skills

Course Overview:

Digital safety started with passwords and antivirus. Today it stretches across data rights, personal wellbeing and the environmental footprint of how we work online. This draft Unit of Competency - BSBXXX121 Develop Advanced Digital Safety, Wellbeing and Responsible Use Skills is for experienced practitioners who manage these issues for themselves and lead others to do the same. Learners build the capability to update cyber security measures in response to evolving threats, support others to understand and apply their data protection, privacy and wellbeing rights and intervene effectively when harmful behaviour, content or deceptive design appears in digital environments. This draft unit goes further by widening the lens of digital safety to include the social and environmental consequences of how technology is used: countering bias, stereotyping and exclusion in digital environments and evaluating environmental impacts to inform organisational decisions and advocacy.

Certification:

This draft unit is delivered as a series of micromodules and is currently non-accredited. Learners receive digital badges as they progress; however, these recognise learning only and do not constitute competency, credit, or a nationally recognised qualification.

Subject to future accreditation of this unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

Competence areas (C1 - C4):

- C1. Protecting devices
- C2. Protecting personal data and privacy
- C3. Supporting wellbeing
- C4. Environmental impacts of digital technologies

Commitment:	50 hours
Learning level:	AQF 4
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	6 weeks
Week 1	2 x 3 hours educator-led sessions
Week 2	2 x 3 hours educator-led sessions
Week 3	2 x 3 hours educator-led sessions
Week 4	Self-paced study and support session
Week 5	Self-paced study and support session
Week 6	Assessment submission

To register an expression of interest

In partnership with



BSBXXX123

Develop Advanced Digital Cyber Security Skills

Course Overview:

Recognising a phishing email keeps a worker safe. Coordinating the response when one slips through keeps the whole organisation safe. This draft Unit of Competency - BSBXXX123 Develop Advanced Digital Cyber Security Skills is for experienced practitioners who lead cyber security across their workplace, moving beyond personal vigilance to assessing threats, coordinating incident response and shaping the organisation's security culture. Learners build the capability to identify, analyse and evaluate cyber security threats in their workplace, implement and monitor protective practices including data protection and access controls and coordinate incident response and recovery when security events occur. This draft unit goes further by adding the leadership and judgement that organisational cyber security demands: leading data protection initiatives, communicating with stakeholders during security events and shaping the awareness, culture and sustained capability that keep the workplace secure beyond any single incident.

Certification:

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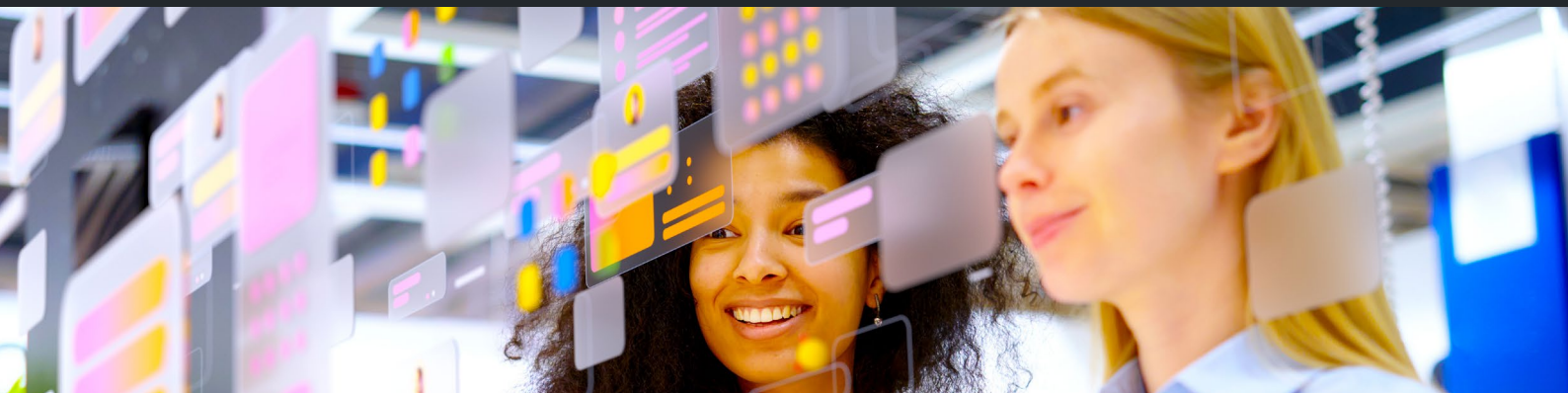
Competence areas (C1 - C5):

- C1. Cyber security threat assessment
- C2. Security implementation
- C3. Data protection and privacy
- C4. Incident response coordination
- C5. Security culture development

Commitment:	50 hours
Learning level:	AQF 4
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	6 weeks
Week 1	2 x 3 hours educator-led sessions
Week 2	2 x 3 hours educator-led sessions
Week 3	2 x 3 hours educator-led sessions
Week 4	Self-paced study and support session
Week 5	Self-paced study and support session
Week 6	Assessment submission

To register an expression of interest

In partnership with



BSBXXX101

Develop Basic Digital Communication and Collaboration Skills

Course Overview:

Modern workplaces rely on digital communication and collaboration to operate effectively. This draft unit develops the essential entry-level skills needed to communicate, share information and work with others using common digital tools such as messaging, email, video conferencing and shared platforms. Learners practise choosing appropriate tools and channels, sharing information securely through workplace systems and applying respectful, professional digital behaviours.

The draft unit emphasises everyday digital judgement, including managing tone and audience, understanding risks and benefits of online communication and recognising how digital identity and behaviour influence reputation, trust and teamwork.

Certification:

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Subject to future accreditation of the unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

Competence areas (C1 - C6):

- C1. Interacting through and with digital technologies
- C2. Sharing through digital technologies
- C3. Engaging in corporate responsibility through digital technologies
- C4. Collaborating through digital technologies
- C5. Digital behaviour
- C6. Managing digital identity

Commitment:	30 hours
Learning level:	AQF 2
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	4 weeks
Week 1	2 x 2.5 hours educator-led sessions
Week 2	1 x 2.5 hours educator-led sessions
Week 3	Self-paced study and support session
Week 4	Assessment submission

To register an expression of interest

In partnership with



BSBXXX117

Develop Advanced Digital Communication and Collaboration Skills

Course Overview:

Confident personal use of digital communication tools is one thing; leading how a whole team or organisation communicates and collaborates is another. This draft Unit of Competency - BSBXXX117 Develop Advanced Digital Communication and Collaboration Skills is for experienced practitioners who lead how their organisation communicates and collaborates online, shaping the systems and standards the rest of the team relies on. Learners build the capability to combine multiple digital tools for complex collaborative projects across stakeholders, design and refine AI prompts that produce reliable outcomes and manage digital identity across the platforms their organisation depends on. This draft unit goes further by adding the strategic and ethical layer advanced practice demands such as, assessing digital tools for inclusion and democratic impact, recognising the line between ethical, legal and illegal behaviour online and guiding others to communicate and manage their digital identity to a higher standard.

Certification:

This draft unit is delivered as a series of micromodules and is currently non-accredited. Learners receive digital badges as they progress; however, these recognise learning only and do not constitute competency, credit, or a nationally recognised qualification.

Subject to future accreditation of the unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

Competence areas (C1 - C6):

- C1. Interacting through and with digital technologies
- C2. Sharing through digital technologies
- C3. Engaging in corporate responsibility through digital technologies
- C4. Collaborating through digital technologies
- C5. Digital behaviour
- C6. Managing digital identity

Commitment:	50 hours
Learning level:	AQF 4
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	6 weeks
Week 1	2 x 3 hours educator-led sessions
Week 2	2 x 3 hours educator-led sessions
Week 3	2 x 3 hours educator-led sessions
Week 4	Self-paced study and support session
Week 5	Self-paced study and support session
Week 6	Assessment submission

To register an expression of interest

In partnership with



BSBXXX103

Develop Basic Digital Information Search, Evaluation and Management Skills

Course Overview:

Finding the right information quickly, trusting what you read and keeping it organised are everyday workplace essentials. This draft Unit of Competency - BSBXXX103 Develop Basic Digital Information Search, Evaluation and Management Skills builds the practical, entry-level capability every worker needs to search for, evaluate and organise digital information using approved workplace tools. Learners gain confidence in running effective searches using common digital and AI-assisted tools, checking the credibility and relevance of information against workplace criteria and organising digital files and data using established naming conventions, folders and templates. This draft unit clearly differentiates itself by building the everyday judgement that prevents decisions made on poor information: recognising the signs of misinformation, disinformation and bias, understanding the limits of AI-driven search results and knowing when to seek a second opinion before acting on what is found.

Certification:

This draft unit is delivered as a series of micromodules and is currently non-accredited. Learners receive digital badges as they progress; however, these recognise learning only and do not constitute competency, credit, or a nationally recognised qualification.

Subject to future accreditation of this unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

Competence areas (C1 - C3):

- C1. Searching and filtering information in digital environments
- C2. Evaluating information credibility and relevance
- C3. Managing and organising digital information and data

Commitment:	30 hours
Learning level:	AQF 2
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	4 weeks
Week 1	2 x 2.5 hours educator-led sessions
Week 2	1 x 2.5 hours educator-led sessions
Week 3	Self-paced study and support session
Week 4	Assessment submission

To register an expression of interest

In partnership with



BSBXXX119

Develop Advanced Digital Information Search, Evaluation and Management Skills

Course Overview:

Strategic decisions are only as reliable as the information behind them. This draft Unit of Competency - BSBXXX119 Develop Advanced Digital Information Search, Evaluation and Management Skills is for experienced practitioners who locate, evaluate and manage the information their organisation relies on for strategic decisions, moving beyond routine searches to designing the systems and judgement that protect information quality at scale. Learners develop the capability to combine advanced search tools and strategies to address complex information needs, validate the reliability of diverse digital sources using multiple methods including detection of artificially generated content and apply ethical, transparent and secure practices when managing, processing and analysing workplace data. This draft unit goes further by elevating information work from task to strategy: identifying and mitigating sources of error in data, designing governance controls that address accuracy, privacy, security and legal requirements and mentoring others to lift information capability across the organisation.

Certification:

This draft unit is delivered as a series of micromodules and is currently non-accredited. Learners receive digital badges as they progress; however, these recognise learning only and do not constitute competency, credit, or a nationally recognised qualification.

Subject to future accreditation of this unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

To register an expression of interest

Competence areas (C1 - C3):

- C1. Browsing, searching and filtering information
- C2. Evaluating information
- C3. Managing information

Commitment:	50 hours
Learning level:	AQF 4
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	6 weeks
Week 1	2 x 3 hours educator-led sessions
Week 2	2 x 3 hours educator-led sessions
Week 3	2 x 3 hours educator-led sessions
Week 4	Self-paced study and support session
Week 5	Self-paced study and support session
Week 6	Assessment submission

In partnership with



BSBXXX104

Develop Basic Digital Problem Identification and Solving Skills

Course Overview:

Every workplace runs on digital tools that occasionally fail and on people who keep growing the skills to use them well. This draft Unit of Competency - BSBXXX104 Develop Basic Digital Problem Identification and Solving Skills builds the practical, entry-level capability every worker needs to spot common digital problems, apply simple fixes and seek help when something is beyond their skills. Learners practise spotting and resolving common technical problems following workplace procedures, using digital assistance tools and assistive technologies to support everyday tasks and identifying personal opportunities to grow their digital skills. This draft unit clearly differentiates itself by treating digital problem-solving as both a practical and personal skill: knowing when to fix something, when to escalate it and when to invest in learning a new capability so the next problem is easier to handle.

Certification:

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Subject to future accreditation of the unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

Competence areas (C1 - C4):

- C1. Identifying and solving technical problems
- C2. Identifying needs and digital technological responses
- C3. Identifying creative solutions using digital technologies
- C4. Identifying and addressing digital competence needs

Commitment:	30 hours
Learning level:	AQF 2
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	4 weeks
Week 1	2 x 2.5 hours educator-led sessions
Week 2	1 x 2.5 hours educator-led sessions
Week 3	Self-paced study and support session
Week 4	Assessment submission

To register an expression of interest

In partnership with



BSBXXX120

Develop Advanced Digital Problem Identification and Solving Skills

Course Overview:

Routine digital problems have routine fixes. Complex ones, where accessibility, ethics or competing needs are in play, need experienced judgement. This draft Unit of Competency - BSBXXX120 Develop Advanced Digital Problem Identification and Solving Skills is for experienced practitioners who diagnose and resolve non-routine digital problems and lift the digital capability of those around them. Learners build the capability to apply advanced strategies to troubleshoot complex technical problems, assess digital technologies for accessibility, inclusivity, fairness and rights-sensitivity and support others to grow the confidence and capability to handle problems independently. This draft unit goes further by treating problem-solving as leadership: applying human-centric and ethical approaches to creative technology use, monitoring emerging developments and contributing to the long-term digital strength of the organisation.

Certification:

This draft unit is delivered as a series of micromodules and is currently non-accredited. Learners receive digital badges as they progress; however, these recognise learning only and do not constitute competency, credit, or a nationally recognised qualification.

Subject to future accreditation of this unit, learners who complete the full course and any required assessments may be eligible to apply for Recognition of Prior Learning (RPL). Where evidence is incomplete, a gap assessment may be required to demonstrate competency.

Competence areas (C1 - C4):

- C1. Identifying and solving technical problems
- C2. Identifying needs and digital technological responses
- C3. Identifying creative solutions using digital technologies
- C4. Identifying and addressing digital competence needs

Commitment:	50 hours
Learning level:	AQF 4
Course fee:	Fully subsidised
Delivery mode:	Face-to-face, online or hybrid (subject to numbers and location)
Duration:	6 weeks
Week 1	2 x 3 hours educator-led sessions
Week 2	2 x 3 hours educator-led sessions
Week 3	2 x 3 hours educator-led sessions
Week 4	Self-paced study and support session
Week 5	Self-paced study and support session
Week 6	Assessment submission

To register an expression of interest

In partnership with