



**DeakinDigital**

Earning a Professional Practice Credential: a step-by-step guide

# Problem Solving Intermediate



April 2016



# Introduction

Credentialing is different to other kinds of study you may have completed. It is not about attending lectures or tutorials or working on group projects and taking in new information. Instead, it is all about you packaging and mapping information that is uniquely yours – your skills, experience and knowledge.

Earning a Credential is a step-by-step process to identify and document your abilities and accomplishments, driven entirely by you.

## FOUR STEPS TO EARNING A CREDENTIAL

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**Step 1. Choose your criteria**

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**Step 2. Collect your evidence**

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**Step 3. Write your reflective testimony**

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**Step 4. Complete your assessment**

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This guide explains how to complete each step. You should also consider downloading a Credential Submission Planner (see the Resources section of this Credential's webpage) and mapping out your submission plan. This will set you up with the basic information you need to start developing your submission.

While the credentialing process may be unfamiliar to you, a quick read-through of this document will show you it is a similar process to preparing for a major presentation or a big job interview. It is about showcasing your strengths, reflecting on your achievements and documenting your expertise. Earning a Credential is, at its heart, a self-affirming process for clarifying and verifying the experiences, skills and knowledge that are uniquely yours.



## STEP

## 1

# Choose your criteria

Your Credential submission must address the relevant criteria. All criteria are mandatory.

How you address the criteria will depend on the type of work you do and the environments in which you operate. To be successful, your submission will need to clearly demonstrate how your experience and achievements align to the relevant criteria.

## You must address all criteria

- Criterion 1** You use experience and information to generate a variety of high-quality alternative approaches to resolve a problem
- Criterion 2** You are able to recognise, recapitulate and accurately assess existing solutions to known problems including root causes and common problems
- Criterion 3** You decisively choose the most effective solution after evaluating available solutions to a problem
- Criterion 4** You monitor and effectively evaluate the chosen solution to a problem

## Autonomy, influence and complexity



Along with satisfying the criteria, your submission will need to demonstrate the expected level of autonomy, influence and complexity of your skills and experience. Keep this in mind as you decide which projects or achievements you will include in your submission.

### Autonomy

You adapt standard analysis tools and procedures to define and resolve often non-standard problems and issues.

### Influence

You improve work and team outcomes by systematically solving problems and addressing their root causes in a defined context.

### Complexity

You identify, analyse and resolve problems that often have a range of component parts and possible solutions.

**STEP**  
**2**

# Collect your evidence

Evidence is the collection of documents you must provide to support the narrative of your reflective testimony.

Consider and select your evidence before writing your reflective testimony. It is recommended that you select 2 to 3 pieces of evidence.

You will be required to provide a description for each evidence file you submit. The assessors will read the description when referring to your evidence. You must include the following details:

- Evidence title
- Date
- Summary of evidence, including your contribution/role in relation to the evidence.

## Types of information to consider providing

- Problem statement with evidence of most relevant contextual factors
- Provision of substantive evidence that the candidate has collected, analysed and presented in support of an in-depth analysis of a problem and a proposed solution
- Independent application of high-level creativity to provide novel or original solutions for a known problem
- Root cause analysis and report
- Cause and effect analysis and report
- Solution based on known theory or research developed to satisfy a new problem or defined business or customer requirement
- A hypothesis or theoretical findings from problem investigation
- Documentation showing a systematic approach to research design or investigation into a complex problem
- Research method or plan for a simple investigation that includes the logic for the approach chosen
- Designing or improving an existing problem solving processes, techniques and tools
- Hypotheses, designs and constructs models, strategies or investigations to solve problems.

### Remember



Consider how your role in the evidence you submit satisfies the criteria with the appropriate levels of autonomy, influence and complexity.



## Handling sensitive information

Documents submitted must NOT infringe copyright and must NOT be confidential.

You can remove names from evidence documents, however, you will need to provide the following statement on the document 'For the purpose of confidentiality names have been removed.'


Where documents are not all your own work, you will need to explain your contribution within the testimony.

If the evidence relating to the project or initiative is confidential you may supply third party testimony as part of your evidence.

## Third party testimony requirements

- The role of the third party in relation to you and to the project or initiative must be clearly described
- Please provide a link to an online profile e.g. LinkedIn and a phone number that we may use to verify the person's identity and relationship to you
- The person giving the third party testimony must use and agree to the criteria in the legal declaration provided for such testimony

The form can be downloaded from the website.



### Third Party Testimony

<b>Name of candidate:</b>	Click here to enter text.
<b>Date:</b>	___/___/20___
<b>Name of Credential:</b>	Click here to enter text.
<b>Level of Credential:</b>	<input type="checkbox"/> Intermediate <input type="checkbox"/> Proficient <input type="checkbox"/> Advanced
<b>Title:</b>	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other (please specify) Click here to enter text.
<b>Name:</b>	Click here to enter text.
<b>Current role:</b>	Click here to enter text.
<b>Name of company/organisation:</b>	Click here to enter text.
<b>Contact phone number:</b>	Click here to enter text.
<b>Business email address:</b>	Click here to enter text.
<b>LinkedIn profile link:</b>	Click here to enter text.
<b>Company at the time of the testimony:</b>	Click here to enter text.
<b>Please describe your relationship with the candidate e.g. 'the candidate reported to me in 2014.'</b>	Click here to enter text.
<b>Please state your testimony, or attach to this form</b>	Click here to enter text.

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<b>Declaration:</b>	<b>I hereby declare that:</b>
	<ul style="list-style-type: none"> <li>• The information provided is true and correct to the best of my knowledge, and included to support this candidate's submission for the credential listed above only.</li> <li>• I understand that my testimony will be used in the assessment of the candidate and that I may be contacted for verification.</li> <li>• I understand that data collection will only be used as that stated in the DeakinDigital Privacy Policy: <a href="https://www.deakindigital.com/privacy-policy">https://www.deakindigital.com/privacy-policy</a></li> <li>• I acknowledge and accept that DeakinDigital may vary or revoke any outcome made or reject this candidate's submission on the basis of incorrect, incomplete or fraudulent information provided by me or by the candidate.</li> </ul>
	<b>Third party signature:</b>
	<b>Date:</b> ___/___/20___

**Office use only:**

Third party contacted:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Date contacted:	___/___/20___	
Outcome:	Accepted <input type="checkbox"/>	Not Accepted <input type="checkbox"/>
Reason:		
Staff Member:		

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## STEP 3 Write your reflective testimony

A single piece of testimony will need to be written for all criteria and will also be assessed against how you demonstrate Autonomy, Influence and Complexity.

In order for the evidence to be considered during assessment, you must reference it from within your reflective testimony.

Your reflective testimony is the main component of your submission and is the key basis for assessment.

Your testimony must specifically refer to the parts within your evidence that demonstrate and satisfy the criteria and elements. You must cite those examples in your testimony.

### Reflective testimony requirements

There are requirements that must be adhered to when writing your reflective testimony. Your reflective testimony must:

- Be written in first person and be within 500 to 1000 words. Be clear, succinct, free from grammatical and spelling errors but not omit any relevant detail
- Include an introductory paragraph that explicitly states the criterion/criteria you have selected, your current role and the level of the role, and indicate how the capability for which you are being assessed is evidenced in your experience

### Did you know?



Philosopher, psychologist and educational reformer John Dewey said “We do not learn from experience... we learn from reflecting on experience.”

This reflection provides a lens through which to view your professional capabilities within your own specific professional context and critically evaluate how you approach your role. We have found this process of personal reflection provides insights that translate to a positive influence on how you perform in your role.



## STEP

## 4

# Complete your assessment

Once you have registered in a Credential you have eight weeks to submit your testimony and evidence for assessment.

The assessment process for this Credential has two stages.

## Stage 1

Submit your reflective testimony, referencing the evidence you are providing. When you have submitted your testimony and evidence – this involves uploading all documentation online – all submitted material will be assessed in accordance with the relevant criteria and the autonomy, influence and complexity.

## Stage 2

Once the assessment panel determines that your submission has met the criteria, you will be invited to attend an online video interview. The recorded interview will be reviewed by the assessment panel and, if your overall submission is successful, you will be awarded the Credential.

*Use the checklist on the following page to ensure you are fully prepared to submit your documentation for assessment.*

## Preparing for your video interview



Your video interview is an opportunity for the assessors to clarify and confirm any of the details in your reflective testimony and evidence submission. The interview questions will focus on the content of your submission. You must have copies of both your evidence and testimony with you for the interview.

The video interview will be recorded and submitted to an assessment panel. The video recording will be stored and kept as part of the audit record of the assessment process.



# Credential submission checklist

Use this checklist to track your progress in preparing your submission.

You should also consider completing a Credential Submission Planner to help consolidate your thoughts. You can download this document from the Resources section of the relevant Credential's webpage.

If you meet all requirements – address all relevant criteria and demonstrate appropriate autonomy, influence and complexity in your testimony; provide suitable evidence to support your testimony; complete all documentation in the appropriate formats; and pass your video interview – you will earn a Problem Solving Intermediate digital badge from DeakinDigital.

## YOUR CHECKLIST

- ☐ Register for the Problem Solving Intermediate Credential
- ☐ Gather and upload the evidence that will support your testimonial claims
- ☐ Write your reflective testimony, referencing your evidence where appropriate
- ☐ Complete the online declaration and submit
- ☐ If invited, complete your online video interview

## Can we help?



If you require general support with your Credential submission, please email [support@deakindigital.com](mailto:support@deakindigital.com) or visit our website for further information.







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Credentials for  
career success



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