Assessment Requirements for ICPSUP488 Ensure process improvements are sustained

Release: 1

Assessment Requirements for ICPSUP488 Ensure process improvements are sustained

Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify a process improvement (either from multiple small changes, or from one large change implemented over a period of several months) and:
  - describe the overall process relative to improvements being made
  - arrange all resources required for implementation
  - modify or develop procedures and training systems needed to support successful implementation
  - develop performance measurement tools and use these to measure performance after an agreed period of time
  - investigate causes of underperformance and implement action to improve performance
- document how the process has resulted in sustained improvements in the workplace.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

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Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain ways that improvements can be made
- explain the role of procedures and training in improving processes
- identify appropriate methods of measuring performance
- explain how business performance goals are relevant in determining best measures of improved performance.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the Support field of work and include access to:

- an environment in which a process improvement can be implemented and reviewed
- relevant documents, including records and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426e24131d

PwC's Skills for Australia