



Australian Government

Department of Education, Employment and Workplace Relations

MSAPMSUP200A Achieve work outcomes

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

The competency covers the ability to identify and implement actions to achieve workplace targets and to suggest improvements. This unit applies to all employees who may work either individually or as part of a team.

This unit does not cover maximisation of process/equipment efficiencies undertaken as part of the normal work role, which is covered in the relevant unit of competency.

Application of the Unit

Application of this unit

This competency is typically performed by an operator, perhaps working as part of a team, in achieving required work outcomes of quality and productivity within the scope of their job.

They would be liaising and cooperating with other members of the work place.

The operator will:

- understand the production process
- recognise production inefficiencies within their area
- participate in and implement ways of improving production efficiencies.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisites

This unit of competency has **no** prerequisites.

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency	Performance Criteria describe the required performance needed to demonstrate achievement of the Element. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT ELEMENT	PERFORMANCE CRITERIA
1. Identify raw material components and their application in production.	<p>Performance Criteria describe the required performance needed to demonstrate achievement of the Element. Assessment of performance is to be consistent with the Evidence Guide.</p> <p>1.1 Outline the properties of materials/components used in the production process.</p> <p>1.2 Describe or construct a flow chart of the production process relevant to the area/plant.</p> <p>1.3 Outline parts of the production process where extra care and attention are required.</p> <p>1.4 Identify the safety and environmental requirements for relevant materials and processes.</p>
2. Identify production targets in work area.	<p>2.1 Identify production targets for work area and work roles taking account of OHS requirements.</p> <p>2.2 Identify techniques used to measure production performance against workplace targets/standards.</p>
3. Recognise key areas effecting production efficiencies.	<p>3.1 Explain importance of reducing wastage of resources.</p> <p>3.2 Identify potential sources of wastage/production inefficiencies.</p> <p>3.3 Outline possible approaches to minimise wastage/inefficiencies.</p> <p>3.4 Demonstrate effective techniques to ensure wastage/production minimisation within scope of job.</p>
4. Implement actions to achieve production targets.	<p>4.1 Identify the role of the individual and/or the team in achieving production targets.</p> <p>4.2 Carry out required role to achieve production targets.</p>
5. Participate in an improvement activity in accordance with organisation procedures.	<p>5.1 Explain organisation procedures for identifying and suggesting improvements.</p> <p>5.2 Explain the use of information in developing improvements related to work area.</p> <p>5.3 Investigate a problem.</p> <p>5.4 Suggest options for causes of problem.</p> <p>5.5 Suggest options for improvement.</p> <p>5.6 Discuss a proposed improvement with appropriate people.</p>

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit. Knowledge and understanding of the process, normal operating parameters and product quality to recognise non-standard situations. Knowledge of the relevant OHS and environmental requirements is required along with an ability to implement them in a manner which is relevant to determining the corrective action and provision of recommendations. Thorough knowledge of organisation standard operating procedures is required. Some appreciation of business goals is required as a basis for decision-making and action. Competence to include the ability to apply and explain sufficient for the identification and implementation of ways to maximise production efficiencies:

- relevant equipment and operational processes
- hazards associated with the process
- application of the hierarchy of control in controlling the hazards
- the safety implications of improving efficiencies
- organisation policies and procedures
- organisation goals, targets and measures
- organisation OHS, quality, and environmental requirements
- individual and team roles and responsibilities in achieving safety, quality and environmental targets
- principles of decision making strategies and techniques
- organisation information systems and data collation
- industry codes and standards.

Language, literacy and numeracy requirements

This unit requires the ability to read and interpret typical product specifications, job sheets and material labels as provided to operators.

Writing is required to the level of completing workplace forms.

Basic numeracy is also required, e.g. to interpret quality data and graphs.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, required skills and knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Overview of assessment

A holistic approach should be taken to the assessment.

Assessors must be satisfied that the person can consistently perform the unit as a whole, as defined by the Elements, Performance Criteria and skills and knowledge.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Consistent performance should be demonstrated. Critical aspects of competency include:

- hazards are identified and controlled
- production targets and measures are identified
- wastage and production inefficiencies for the functional area are identified

- work is conducted in a manner to minimise wastage/inefficiencies
- organisation procedures for identifying and suggesting improvements are followed
- effective participation in process improvement teams/activities is demonstrated.

Assessment method and context

Assessment will occur on-the-job or in a simulated workplace.

Competence in this unit may be assessed:

- in a situation allowing the generation of evidence of the ability to respond to problems
- by using a suitable simulation and/or a range of case studies/scenarios
- through a combination of these techniques.

In all cases it is expected that practical assessment will be combined with targeted questioning to assess the underpinning knowledge and theoretical assessment will be combined with appropriate practical/simulation or similar assessment. Assessors need to be aware of any cultural issues that may affect responses to questions.

Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed.

Specific resources for assessment

This section should be read in conjunction with the Range Statement for this unit of competency. Resources required include suitable access to an operating plant or equipment that allows for appropriate and realistic simulation. A bank of case studies/scenarios and questions will also be required to the extent that they form part of the assessment method. Questioning may take place either in the workplace, or in an adjacent, quiet facility such as an office or lunchroom. No other special resources are required.

Access must be provided to appropriate learning and/or assessment support when required.

Where applicable, physical resources should include equipment modified for people with disabilities.

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version will be used.

Context

This competency applies to all work environments and sectors within the industries.

This competency unit applies to a wide range of processes and equipment. In large plants with multiple processes, it may apply to more than one process if those processes interact with each other. It applies to all operators across all functions.

Properties of materials/components

Properties of materials/components includes:

- physical and chemical properties relevant to the process and the product
- hazardous properties.

Production targets/performance

Production targets/performance may include a range of factors where relevant to the job such as:

- volume
- quality
- cost.

Wastage

Wastage may include:

- overproduction.
- waiting
- transporting
- inappropriate processing
- unnecessary inventory
- unnecessary/excess motion
- defects (quality).

Sources of information

Sources of information may include:

- yearly, monthly, weekly and daily production targets
- business objectives and goals
- control charts, run charts and graphs
- organisation manuals and procedures
- equipment specifications.

Inefficiencies

Sources of process inefficiencies and wastage may include:

- equipment downtime
- spillages
- leaks
- contamination
- raw material quality
- utilities usage
- productivity issues
- incorrect work allocation/priorities/planning
- incorrect processes/procedures.

Procedures

All operations are performed in accordance with procedures.

Procedures include all relevant workplace procedures, work instructions, temporary instructions and relevant industry and government codes and standards.

Tools and equipment

This unit of competency includes use of equipment and tools such as:

- workplace forms and logs
- communication equipment for gathering and exchanging information such as telephones, two way radios, fax machines.

Problems

'Respond to routine problems' means 'apply known solutions to a limited range of predictable problems'.

Typical problems include:

- non-routine process and quality problems
- equipment selection, availability and failure
- teamwork and work allocation problems
- safety and emergency situations and incidents.
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Unit Sector(s)

Not applicable.