



Australian Government

Assessment Requirements for MSMSUP291 Participate in continuous improvement

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP291A Participate in continuous improvement

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and demonstrate the ability to:

- identify relationship of own role to the needs of internal and external customers and suppliers
- identify variations and non-conformances
- follow procedures for reporting and managing variations and non-conformances
- communicate and work with others to:
 - analyse areas of variations and non-conformances to identify causes and develop strategies for improvements
 - implement changes to systems and procedures
 - evaluate whether changes have achieved improvements
- interpret quality data and graphs.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- the use of information in developing improvements
- types and application of analytical problem-solving techniques
- organisation processes and approvals for making changes to systems and procedures
- quality tools and techniques.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- The collection of performance evidence:
 - should occur over a range of situations which include typical disruptions to normal, smooth operations
 - will typically include a supervisor/third-party report focusing on consistent performance and opportunity for improvement recognition and resolution. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency

- must include the use of appropriate quality tools
- may use industry-based simulation for part only of the unit (typically implementation) particularly where safety, lack of opportunity or significant cost is an issue.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment in a simulated environment should use evidence collected from one or more of:
 - walk-throughs
 - pilot plant operation
 - demonstration of skills
 - industry-based case studies/scenarios
 - ‘what ifs’.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- As a minimum, assessors must satisfy the Standards for Registered Training Organisations 2015 assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>