



Australian Government

**MSS017014 Identify and improve
sustainability interactions with the
community**

Release: 1

MSS017014 Identify and improve sustainability interactions with the community

Modification History

Release 1. Updated unit code. Changes to performance criteria. Range of conditions removed. Assessment requirements amended. Equivalent outcome.

Application

This unit describes the skills and knowledge for the identification of the impacts on the community of current or future sustainability related actions of the organisation and its value chain and the implementation of measures to make those interactions more positive. It also includes assessing the sustainability impact back on the organisation and its value chain members of actions by the community. The unit may be applied to an entire organisation; part of a large organisation; or part or all of a value chain.

This unit covers the identification of key communication channels and people, and an understanding of sustainability issues from their perspective. The organisation's environment, in the context of this unit, is considered to include the ecology it impacts, the economic impacts on the organisation and the social impacts of the organisation.

This unit applies to a manager or senior technologist who has significant responsibility for sustainability in their work role. Skills covered by this unit may be applied individually or in a team context.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil

Competency Field

Sustainable operations

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Determine	1.1	Process map operation for the chosen portion of value
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Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.
sustainability interactions with the community		chain
	1.2	Determine sustainability related impacts on the community for each process step
	1.3	Determine overall impacts on the community from the portion of the value chain
	1.4	Determine overall impacts on the community from the complete value chain
2 Engage with the community	2.1	Determine any known community issues and actions which may be relevant to value chain
	2.2	Determine impact of community issues and actions on the sustainability of the organisation and its value chain
	2.3	Identify key community groups, representatives and opinion influencers
	2.4	Determine best strategy for engagement with the community on sustainability issues
	2.5	Implement strategy to define community sustainability issues with the organisation and value chain
	2.6	Rank issues by importance to the community and organisation
	2.7	Report issues and rankings back to internal stakeholders
3 Compare issues raised with impacts determined	3.1	Select issues for action based on rankings and internal stakeholder feedback
	3.2	Determine root cause of selected issues
	3.3	Determine regulatory impact of issues and responses
	3.4	Develop a response for selected issues
	3.5	Explore alternative methods of addressing selected issues

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	3.6 Categorise alternative methods
4 Negotiate acceptable solutions	<p>4.1 Negotiate solutions acceptable to the community, the organisation and value chain members</p> <p>4.2 Agree a timeline for action and indicators of progress</p> <p>4.3 Identify issues where no short-term resolution is achievable</p> <p>4.4 Establish agreed mechanism for ongoing monitoring of progress by the community</p> <p>4.5 Record outcomes and communicate to stakeholders</p>
5 Monitor and report progress of agreed solutions	<p>5.1 Facilitate the initiation of projects as agreed</p> <p>5.2 Collect agreed metrics or other indicators</p> <p>5.3 Take action if solutions are not delivering as anticipated</p> <p>5.4 Maintain dialogue with community as agreed</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS017006 Identify and improve sustainability interactions with the community.

Links

The MSS Sustainability Companion Volume implementation Guides are available from VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>