



Australian Government

**Assessment Requirements for MSS403009
Facilitate implementation of competitive
systems and practices in a service
environment**

Release: 1

Assessment Requirements for MSS403009 Facilitate implementation of competitive systems and practices in a service environment

Modification History

Release 1. Unit code changed. Unit title changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Range of Conditions removed. Assessment Requirements changed. Workplace outcome has changed. Supersedes and is not equivalent to MSS403006 Facilitate implementation or review of competitive systems and practices in an office.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and demonstrated the ability to:

- facilitate processes, with a team or work group of at least 2 other people, to develop skills and knowledge in, and commitment to, one or more competitive systems and practices, incorporating a pull system and visual indicators
- guide and assist a team or work group of at least 2 other people to plan and implement one or more competitive systems and practices, incorporating a pull system and visual indicators.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- principles of competitive systems and practices and common tools and techniques, and their application to a service environment
- application of pull and flow and visual indicators in a service environment
- methods of gathering data against key performance indicators (KPIs)
- types of muda relevant to the processes or services, including 'required' muda
- methods of minimising muda
- facilitation techniques to encourage work group engagement and contribution
- techniques to promote a safe respectful environment for communication and learning
- methods of building people's skills, understanding, capabilities, confidence
- methods of identifying skill and other development needs in a competitive systems and practices environment
- options to address skill and other development needs
- features of, and techniques for, providing mentoring support.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources
- modelling of industry operating conditions, including:
 - functioning competitive systems and practices environment.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume Implementation Guides are found in VETNet -

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