



Australian Government

**Assessment Requirements for MSS405028
Develop a communications strategy to
support operations**

Release: 1

Assessment Requirements for MSS405028 Develop a communications strategy to support operations

Modification History

Release 1. Unit code changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Range of Conditions removed. Assessment Requirements changed. Supersedes and is equivalent to MSS405014 Develop a communications strategy to support operations.

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:

- establish and improve at least one communication strategy where the strategy:
 - incorporates at least 4 communication media and/or mechanisms
 - addresses information needs arising from at least 2 competitive systems or practices.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- types of data and information relevant to operations
- key performance indicators (KPIs) relevant to communications strategy within operational context
- determining user access requirements including:
 - timing and frequency of access
 - method of access and format of information (e.g. written, visual, auditory, tactile access, virtual, physical)
 - access locations
- application of communications media and mechanisms including at least 5 of the following:
 - terminals and/or computers
 - internet and/or intranet
 - hard copy manuals and/or standard operating procedures (SOPs)
 - verbal briefings and informal conversations
 - circulars and letters
 - signage
 - instruction displays
 - tags and isolations/lockouts
 - permits to work/clearances
 - visual factory type displays

- painted walkways
- strategic requirements of own organisation
- application of organisation's competitive systems and practices approach and key concepts required to be communicated to employees
- communication media, relevant software and standard formats
- organisational requirements for documentation of communication strategy and/or its implementation

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>