Assessment Requirements for MSS405045 Manage relationships with non-customer external organisations

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Modification History

Release 1. Unit code changed. Application changed. Performance criteria changed. Assessment requirements changed. Workplace outcome changed. Supersedes and is not equivalent to MSS405010 Manage relationships with non-customer external organisations.

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:

- Identify mutual benefits from and manage performance of at least one relationship with a non-customer external organisation.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- strategic goals of own organisation
- types of strategic benefits that may be achieved from relationships with external organisations
- external organisations which may offer benefits
- benefits which can be offered to the external organisations
- customer benefits and features from products and processes of own organisation
- muda (waste) categories and elimination
- formal problem-solving procedures
- confidentiality requirements and communication protocols of own organisation
- communication techniques and methods which promote engagement and participation.

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, including:
  - historical information on relationship with external organisation
  - organisation's strategic goals
  - relevant policies, procedures, protocols
- modelling of industry operating conditions.

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

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