



**Australian Government**

**Assessment Requirements for MSS407006  
Build relationships between teams in an  
operations environment**

**Release: 1**

## **Assessment Requirements for MSS407006 Build relationships between teams in an operations environment**

### **Modification History**

Release 1. Supersedes and is equivalent to MSS407006A Build relationships between teams in an operations environment

### **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 include the ability, for one (1) or more teams, to:

- critically examine relationships within and between downstream, upstream and support teams and to take action to improve them
- identify relationships/relationship maps
- identify sources of conflict/tension
- consensus development of improvement plans, including setting of KPIs
- implement improvement plans and rechecking subsequent relationships

### **Knowledge Evidence**

Must provide evidence that demonstrates sufficient knowledge to interact with relevant personnel and be able to facilitate healthy relationships within and between teams, including knowledge of:

- competitive systems and practices principles, strategies and techniques
- organisational goals, products and processes
- types of KPIs, their applications and limits
- approval processes within organisation
- communication methods across a variety of media and formats, including preparation of formal proposals and negotiations
- continuous improvement
- process mapping, communication and people interaction mapping
- customer perception of value.

### **Assessment Conditions**

- The unit should be assessed holistically and the judgement of competence shall be based on a holistic assessment of the evidence.
- The collection of performance evidence is best done from a report and/or folio of evidence drawn from:
  - a single project which provides sufficient evidence of the requirements of all the elements and performance criteria

- multiple smaller projects which together provide sufficient evidence of the requirements of all the elements and performance criteria.
- A third-party report, or similar, may be needed to testify to the work done by the individual, particularly when the project has been done as part of a project team.
- Assessment should use a real project where both intra-team and inter-team issues are identified and addressed where they constitute a barrier in an operational workplace.
- Knowledge evidence may be collected concurrently with performance evidence 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.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competency and currency.
- Technical competence can be demonstrated through:
  - relevant VET or other qualification/Statement of Attainment AND/OR
  - relevant workplace experience
- Currency can be demonstrated through:
  - performing the competency being assessed as part of current employment OR
  - having consulted with an organisation providing relevant environmental monitoring, management or technology services about performing the competency being assessed within the last twelve months.

## Links

Companion Volume implementation guides are found in VETNet -  
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>