



Australian Government

**Assessment Requirements for MSS407026
Lead a process to determine and solve root
cause for a complex problem**

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Supersedes and is equivalent to MSS407016 Lead a process to determine and solve root cause for a complex problem.

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:

- lead a process to determine and solve root cause for at least one complex problem.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- organisational goals, products and/or services and processes
- sources of data (actual and possible) within the organisation and the value stream
- techniques and methodologies of formal problem solving
- data required for problem solving and alternative or proxy data sources
- cost benefit analysis
- strategies for facilitation of real groups (physical and/or face to face) and nominal groups (which never meet and may not know each other).

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.

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>