



Australian Government

MSS015019A Establish metrics for social sustainability

Release 1

MSS015019A Establish metrics for social sustainability

Modification History

New unit - Release 1

Unit Descriptor

This unit of competency covers determining what aspects of social sustainability are to be measured and how to quantify them; then implementing and improving the metrics system. This unit covers quantifying the social aspects of sustainability which are typically hard to measure by converting them to numerical data using indicators and estimations in order to monitor changes.

Application of the Unit

This unit applies to team leaders/supervisors/managers that are developing systems to support the organisation's social sustainability, including the development and implementation of policy.

This unit applies where qualitative data is to be collected and converted into quantitative data in order to monitor the effectiveness of social sustainability activities. Qualitative data is converted to quantitative data using simple proxies, indicators or estimations.

The person establishing the system is not required to undertake complex calculations or statistical analysis. However, where these form part of the metrics system they will be allocated to appropriate personnel and/or suitable software solutions used as part of implementing the system.

This unit assumes that a range of social sustainability interactions have already been identified within the organisation and their identification does not form part of this unit. If these interactions have not been identified the skills for identifying social (and other) sustainability interactions and making recommendations to address them are covered in other units, including:

- MSS017001A Analyse and determine organisational risk areas in sustainability
- MSS017003A Identify and respond to external sustainability factors for an organisation
- MSS017004A Lead sustainable strategy deployment
- MSS017006A Identify and improve sustainability interactions with the community.

This unit applies to organisations in all sectors of the manufacturing industry and the associated value chains. It may also be applied to all sections of an organisation including, for example, the office, warehouse, transport, logistics and factory.

Licensing/Regulatory Information

No occupational licensing requirements apply to this unit at the time of publication.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1	Define the scope of metrics for social sustainability	1.1	Identify the organisation's values, strategies and goals in social sustainability to define the purpose of monitoring social sustainability issues
		1.2	Consult with stakeholders to identify the social sustainability issues, impacts or sensitivities to be monitored
		1.3	Consult with stakeholders to identify the social sustainability goals to be quantified
		1.4	Identify relevant legislative/regulatory requirements
		1.5	Determine reporting requirements
2	Identify and evaluate options for quantifying the priority aspects of social	2.1	Source statistical assistance/advice if required
		2.2	Identify how existing approaches to quantifying social sustainability can be applied/adapted to be relevant to the goals

- | | | | |
|----------------|--|---|--|
| sustainability | 2.3 | Determine options for quantitative proxies and/or indicators relevant to the goals | |
| | 2.4 | Evaluate options against the purpose and goals and select appropriate metrics | |
| | 2.5 | Identify the benefits and limitations of the selected proxies and/or indicators for the goals and purpose | |
| | 2.6 | Ensure adequate resources are available to implement the system | |
| 3 | Implement the metrics system | 3.1 | Establish methods for data collection and analysis to fit the selected metrics |
| | | 3.2 | Set parameters for implementing the selected metrics |
| | | 3.3 | Provide tools and procedures for data collection and documentation |
| | | 3.4 | Allocate tasks and responsibilities for data collection and analysis |
| | | 3.5 | Identify the need for competency development to implement the system and take appropriate action |
| 4 | Review social sustainability data | 4.1 | Collate baseline and follow up data |
| | | 4.2 | Review the data against the purpose and goals |
| | | 4.3 | Identify the implications for social sustainability activities taking into account the limitations of the metrics used |
| 5 | Apply continuous improvement to the metrics system | 5.1 | Review the effectiveness of the metrics system in relation to the purpose and goals |
| | | 5.2 | Identify current industry practices in metrics for social sustainability |
| | | 5.3 | Engage stakeholders in providing feedback on the metrics system and identifying improvements |
| | | 5.4 | Evaluate opportunities for improving the metrics system and recommend improvements |

- 6 Communicate to support the metrics system
 - 6.1 Identify stakeholders and their information needs
 - 6.2 Provide information targeted to stakeholder needs to support the development and implementation of the metrics system
 - 6.3 Record and report on the implications for social sustainability and the limitations of the metrics used

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Required skills include:

- using proxies/indicators and estimations to represent qualitative data as quantitative data
- interpreting data based on proxies/indicators or estimations to identify trends and issues
- collating and reviewing data to identify social sustainability implications
- analysing reports and other information for social sustainability implications
- communicating with diverse stakeholders
- presenting information on complex concepts to diverse stakeholders
- researching and interpreting legislative and regulatory requirements
- selecting and implementing data collection methods

Required knowledge

Required knowledge includes:

- social sustainability issues, such as:
 - human rights/exploitation in the supply chain
 - purchasing/procurement decisions that may affect communities' employment, food supply, heritage, and access to services in the supply chain
 - community concerns and perceptions
 - community engagement
 - organisational reputation
 - diversity in the workplace
 - equity, participation and staff engagement
 - performance management
 - bullying, discrimination and harassment
 - access to skills and development
 - work conditions
 - programs that target local recruitment
 - the impact of environmental issues on people's health and lifestyle
- legislative/regulatory requirements that have social sustainability implications, such as:
 - Competition and Consumer Act 2010
 - Commonwealth and state/territory anti-discrimination legislation
 - Equal Opportunity for Women in the Workplace Act 1999
 - state/territory and local government planning legislation

- industrial relations legislation and awards
- voluntary codes and standards that have social sustainability implications, such as:
 - Global Reporting Initiative (GRI)
 - ISO 26000:2010 Guidance on social responsibility
 - industry codes, principles and covenants
- current industry practices, approaches, metrics and indicators that relate to social sustainability, such as social return on investment, social license to operate, corporate social responsibility, human capital and shared value
- methods of quantification and quantitative estimating
- the limitations of using proxies/indicators and estimations to quantify social sustainability
- methods and tools for collecting social sustainability data, such as:
 - internet or other sources of existing data
 - surveys
 - focus groups or interviews
 - expert panels (real or nominal)
 - estimating and quantification
 - continuous improvement logs
 - complaints registers
 - methods for tracking opinions, perceptions and other subjective information (qualitative data):
 - amount of positive/negative media coverage
 - number and outcomes of community interactions
 - number and type of complaints and resolutions

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria required skills and knowledge range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

A person who demonstrates competency in this unit must be able to develop, implement and improve metrics systems that are relevant to social sustainability issues.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessors must be satisfied that the candidate can competently and consistently apply the skills covered in this unit of competency in new and different situations and contexts. Critical aspects of assessment and evidence include:

- establishing processes for quantifying social sustainability to meet organisational goals
- consulting with and providing information to stakeholders to facilitate development and implementation of the metrics system
- collecting and interpreting quantitative data on social sustainability
- applying continuous improvement processes.
- This unit of competency is to be assessed in the workplace or a simulated workplace environment.
- Assessment should emphasise a workplace context and procedures found in the candidate's workplace.
- This unit of competency may be assessed with other relevant units addressing sustainability at the enterprise level or other units requiring the exercise of the skills and knowledge covered by this unit.
- The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team.

Context of and specific resources for assessment

Method of assessment

- In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly.
- Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability.
- The language, literacy and numeracy demands of

assessment should not be greater than those required to undertake the unit of competency in a work-like environment.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Purpose for monitoring social sustainability

Purpose for monitoring social responsibility refers to the organisation's reason or aim for monitoring social sustainability which might relate to stated or implicit organisational values, strategies or goals. The purpose might be:

- supporting core values
- enacting the organisation's social purpose
- implementing social sustainability strategy
- being a good corporate citizen
- supporting policies, such as corporate social responsibility (CSR) or environmental, social and corporate governance (ESG)
- improving the organisation's reputation, handling of complaints and worker retention
- supply chain or tender requirements
- applying voluntary standards or codes, e.g. GRI reporting and ISO 26000:2010 Guidance on social responsibility

Social sustainability goals

Social sustainability goals relate to the activities and programs being implemented and define what will be quantified and monitored in the metrics system. They may already be stated or may need to be defined in establishing the metrics system.

Benefits and limitations of metrics

Benefits and limitations of metrics may include:

- the relevance and accuracy of data collection methods, indicators and estimations used

Resources

Resources may include:

- organisational and individual capacity
- individual skills
- budget
- access to people and information

Parameters

Parameters help to define the implementation of the metrics and may include:

- frequency of data collection and reports
- locations
- volume of data to be collected
- sampling methods
- tools and documentation to be used

Unit Sector(s)

Competency field

Unit sector Sustainability

Custom Content Section

Not applicable.