



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **MSS20312 Certificate II in Competitive Systems and Practices**

**Release: 1**

## **MSS20312 Certificate II in Competitive Systems and Practices**

### **Modification History**

Initial release

## Description

The MSS20312 Certificate II in Competitive Systems and Practices provides introductory skills and specifies the competencies required to apply competitive systems and practices to a level suitable for application to an individual's own work role.

This qualification provides the skills needed to improve efficiency in a person's own work role. It complements but does not duplicate qualifications supplying operational, production, maintenance, logistics or other technical skills to industry. Where these skills are required appropriate qualifications from other Training Packages should be considered.

The skills in this qualification are often known in industry under a variety of titles many of which relate to manufacturing which is the origin of many competitive systems and practices. The most common term is lean manufacturing. However, other names for some of the system skills and techniques include agile manufacturing, lean operations, six sigma, lean six sigma, and so on.

The qualification packaging has been developed on an assumption that competency will be developed through a combination of on and off-the-job learning strategies.

### Job roles/employment outcomes

The range of skills and knowledge supplied by this qualification does not support applying competitive systems and practices to the work of others or of leading a competitive systems and practices based change process. Typical tasks relevant to this qualification include process work, operation of equipment, individual performance of trade-related work, office work, stores work and other individually performed work requiring introductory skills and knowledge in competitive systems and practices. This qualification would also be suitable for a member of a project team implementing competitive systems and practices where introductory skills are required.

### Application

This qualification provides competitive systems and practices skills that can be applied in the following organisations and environments:

- manufacturing enterprises
- mining and service organisations
- office environments
- organisations in a value chain, such as:
  - suppliers
  - customers
  - distributors, warehouses, transport suppliers and other logistics support organisations
- professional service suppliers, for example, legal, engineering, accounting, auditing, and education and training suppliers that may be assisting other organisations in implementing competitive systems and practices
- other organisations implementing competitive systems and practices, for example, Government Departments, healthcare providers, transport organisations, and so on.
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## Pathways Information

### Pathways into the qualification

This qualification is suitable for direct entry.

### Pathways from the qualification

Further training pathways from this qualification include the MSS30312 Certificate III in Competitive Systems and Practices, or a relevant industry qualification.

## **Licensing/Regulatory Information**

There are no specific licences that relate to this qualification.

## Entry Requirements

This qualification has no formal entry requirement. However, it should be noted that this qualification is not intended to be the main qualification supplying operational or technical skills that are used in conjunction with competitive systems and practices skills although some technical competencies can be selected under the general electives provision at the end of elective group.

This qualification assumes that a learner has current or past work experience where some operational or technical skills have already been gained. The qualification is not suitable for direct entry from school.

## Employability Skills Summary

The following table contains a summary of the employability skills as identified by industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that reflect skill requirements for this level.

| <b>Employability Skill</b> | <b>Industry/enterprise requirements for this qualification include:</b>   |
|----------------------------|---|
| <b>Communication</b>       | <ul style="list-style-type: none"> <li>• Access and apply OHS procedures and related safety information</li> <li>• Complete, access and interpret standardised documentation</li> <li>• Share and discuss information with others about work activities</li> <li>• Access and apply workplace procedures</li> <li>• Ask questions to increase understanding about workplace procedures</li> <li>• Read and interpret instructions, specifications, standard operating procedures and other work-related documents</li> <li>• Seek assistance or information from relevant personnel or supervisors</li> <li>• Debrief on workplace changes with relevant stakeholders</li> <li>• Record production or other work-related information</li> <li>• Access and use workplace communication tools and equipment</li> <li>• Apply numeracy skills to work procedures</li> </ul> |
| <b>Teamwork</b>            | <ul style="list-style-type: none"> <li>• Identify roles of other work colleagues, including formal team members where teamwork is used as the form of work organisation</li> <li>• Work effectively with others in a production environment</li> <li>• Share work-related information with peers including team members, supervisors and management</li> <li>• Identify hazards to self and other team members</li> <li>• Recognise the value chain and how team members contribute to the final quality of the product</li> <li>• Review changes to work practices and work relationships with team leader</li> </ul>  |

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|----------------------------------|---|
|                                  | <ul style="list-style-type: none"> <li>• Seek assistance with work operations, as required</li> </ul>   |
| <b>Problem solving</b>           | <ul style="list-style-type: none"> <li>• Monitor workplace activities</li> <li>• Report inconsistencies, non-compliances, faults or hazards</li> <li>• Identify factors that are a constraint to work efficiency or reaching of production outcomes</li> <li>• Distinguish between essential and non-essential practices</li> <li>• Recommend methods of increasing features/benefits of products or processes</li> <li>• Monitor the job and make improvements</li> <li>• Note steps which cause a problem</li> <li>• Improve OHS</li> <li>• Compare required performance with actual performance</li> <li>• Identify situations where compliance to specifications or safety standards is unlikely</li> <li>• Recommend improvements</li> <li>• Distinguish between random and identifiable causes of work problems</li> <li>• Identify causes of identified faults and take appropriate action</li> <li>• Investigate causes of quality deviations</li> <li>• Undertake root cause analysis (RCA)</li> <li>• Identify deviations and patterns</li> </ul> |
| <b>Initiative and enterprise</b> | <ul style="list-style-type: none"> <li>• Provide feedback on procedures and systems</li> <li>• Report problems, implications or suggestions for improvements</li> <li>• Adjust work activity according to changes in work requirements</li> <li>• Take correct action and follow procedures</li> <li>• Identify methods of increasing own contribution to the value chain</li> <li>• Recommend changes and improvements</li> <li>• Take action to make improvements</li> <li>• Adopt changes</li> <li>• Monitor actions to ensure cost-efficiency</li> <li>• Apply 5S procedures</li> <li>• Apply work practices to reduce waste</li> </ul>   |
| <b>Planning and organising</b>   | <ul style="list-style-type: none"> <li>• Plan own work to meet required standards</li> <li>• Ensure the work area complies with OHS procedures</li> <li>• Organise processes, tools and materials</li> <li>• Make improvements in accordance with procedures</li> <li>• Monitor and adjust production/process</li> <li>• Distinguish between essential and non-essential practices</li> <li>• Set the workplace in order</li> <li>• Use planning tools</li> <li>• Apply 5S procedures</li> </ul>  |

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|------------------------|---|
|                        | <ul style="list-style-type: none"> <li>• Determine and prioritise required actions</li> <li>• Collect and organise information from work activity</li> </ul>  |
| <b>Self-management</b> | <ul style="list-style-type: none"> <li>• Conduct all work activities according to safety and workplace standards</li> <li>• Maintain housekeeping standards</li> <li>• Achieve operational outcomes</li> <li>• Monitor own work performance</li> <li>• Interpret data and information as required by own job</li> <li>• Ask questions to ensure understanding of own work requirements</li> <li>• Recommend methods of increasing own contribution to the value chain</li> <li>• Adjust work processes according to procedures</li> <li>• Identify and manage impacts in own work area</li> <li>• Monitor resource use and minimise waste in own work activity</li> <li>• Keep the workplace clean and tidy</li> <li>• Assess own work</li> </ul> |
| <b>Learning</b>        | <ul style="list-style-type: none"> <li>• Attend skill development training</li> <li>• Adapt to changing work requirements</li> <li>• Ask questions to aid learning</li> <li>• Identify own skill requirements</li> <li>• Seek skills development and training to meet needs</li> <li>• Identify personal skill gaps and additional skills needs</li> <li>• Ask questions to ensure understanding of own work requirements</li> <li>• Monitor own work and identify areas for improvement</li> <li>• Seek feedback on work performance</li> </ul>  |
| <b>Technology</b>      | <ul style="list-style-type: none"> <li>• Work with technology safely and according to workplace standards</li> <li>• Identify equipment appropriate for job and skill level</li> <li>• Handle and use equipment correctly and safely and within skill level</li> <li>• Assess operational efficiency of technology within own skill level</li> <li>• Recognise and report faulty operation of equipment</li> <li>• Collect and apply data and information from technology</li> <li>• Use information technology appropriate for job</li> <li>• Apply maintenance procedures appropriate to job and skill level and operations</li> </ul>  |

## Packaging Rules

To be awarded the MSS20312 Certificate II in Competitive Systems and Practices, competency must be achieved in **ten (10)** units of competency:

- **four (4)** core units of competency
- **six (6)** elective units of competency listed below.

Note that no units in this qualification have prerequisite requirements.

### Core units of competency

| Unit code    | Unit title  |
|--------------|---|
| MSS402001A   | Apply competitive systems and practices                   |
| MSS402010A   | Manage the impact of change on own work                   |
| MSAENV272B   | Participate in environmentally sustainable work practices |
| MSAPMOHS200A | Work safely   |

### Elective units of competency

| Unit code  | Unit title  | Prerequisites |
|------------|---|---------------|
| MSS402002A | Sustain process improvements                              |               |
| MSS402020A | Apply quick changeover procedures                         |               |
| MSS402021A | Apply Just in Time procedures                             |               |
| MSS402030A | Apply cost factors to work practices                      |               |
| MSS402031A | Interpret product costs in terms of customer requirements |               |
| MSS402040A | Apply 5S procedures                                       |               |
| MSS402041A | Apply 5S in an office                                     |               |
| MSS402050A | Monitor process capability                                |               |



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|---|--|--|
| MSS402051A  | Apply quality standards  |  |
| MSS402052A  | Implement continuous improvements based on standardised work practices |  |
| MSS402053A  | Participate in breakthrough improvements in an office                  |  |
| MSS402060A  | Use planning software systems in operations                            |  |
| MSS402061A  | Use SCADA systems in operations  |  |
| MSS402080A  | Undertake root cause analysis  |  |
| MSS402081A  | Contribute to the application of a proactive maintenance strategy      |  |
| <p>A maximum of <b>three (3)</b> electives may be selected from other qualifications in this Training Package, other endorsed Training Packages and accredited courses where those units are available at Certificates II and III. Units chosen should be relevant to the workplace and would normally be drawn from the appropriate sector Training Package, or possibly the Business Services Training Package.</p> |  |  |

## Custom Content Section

Not applicable.