Australian Government

Department of Education, Employment and Workplace Relations

MSS30312 Certificate III in Competitive Systems and Practices

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

MSS30312 Certificate III in Competitive Systems and Practices

Modification History

Initial release

Description

The MSS30312 Certificate III in Competitive Systems and Practices specifies the competencies required to apply competitive systems and practices to one's own work as well as, where required, to assist others to apply competitive systems and practices to their work. This qualification provides a mixture of introductory and more advanced skills in competitive systems and practices. 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.

This qualification provides the skills needed to improve efficiency in a person's own work role or the efficiency of a team or work area. It complements but does not duplicate qualifications supplying operational, production, maintenance, logistics, administration 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.

Job roles/employment outcomes

Job roles related to this qualification may be in small or large organisations and include individuals who must support, facilitate or lead the work of others, for example, team leaders, process or operational specialists in production, office, transport and logistics, members of project teams implementing competitive systems and practices, and other job roles which require similar skills. The qualification can also apply to tradespersons in a maintenance or production role.

Application

This qualification can apply to an individual applying competitive systems and practices to their own work or where a person has responsibility for facilitating the application of competitive systems and practices to a work area or to the work of a team. The team may be a permanent, formally designated team or be a project team implementing competitive systems and practices. For application to individual work the qualification provides the opportunity to gain a greater understanding and skill in competitive systems and practices than is available in the MSS20312 Certificate II in Competitive Systems and Practices qualification.

 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 either direct entry or progression from the MSS20312 Certificate II in Competitive Systems and Practices.
Pathways from the qualification
Further training pathways from this qualification include the MSS40312 Certificate IV in Competitive Systems and Practices.

Licensing/Regulatory Information

There are no specific licences that relate to this qualification.

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Entry Requirements

This qualification has no formal entry requirement. However, it should be noted that this qualification is not intended to supply operational or technical skills that are used in conjunction with competitive systems and practices skills.

This qualification assumes that a learner has current or past work experience where operational or technical skills have already been gained and a supervisory, facilitation or similar level of responsibility exists. 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.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	• Implement OHS procedures and distribute related safety information • Complete, access and interpret standardised documentation on behalf of self and other team members • Share and discuss information with others about work activities • Access and apply workplace procedures • Provide information to team members about workplace procedures • Read and interpret instructions, specifications, standard operating procedures and other work-related documents • Seek assistance or information from relevant personnel or supervisors • Debrief on workplace changes with relevant stakeholders • Record work-related information • Access and use workplace communication tools and equipment • Apply numeracy skills to work procedures
Teamwork	• Identify roles of other work colleagues including formal team members where teamwork is used as the form of work organisation • Lead others in a production environment • Share work-related information with peers, including team members, supervisors and management • Identify hazards to self and other team members • Recognise the value chain and advise team members as to how they can contribute to the final quality of the product • Review changes to work practices and work relationships with

	supervisors
	• Provide assistance with work operations, as required
	• Seek assistance with work operations, as required
Problem solving	• Monitor workplace activities
	• Report inconsistencies, non-compliances, faults or hazards
	• Identify factors within team or work area that are a constraint to work efficiency or reaching of production outcomes
	• Distinguish between essential and non-essential practices
	• Implement methods of increasing features/benefits of products or processes
	• Monitor jobs within team and make improvements
	• Note steps which cause a problem
	• Improve OHS
	• Compare required performance with actual performance
	• Identify situations where compliance to specifications or safety standards is unlikely
	• Recommend and implement improvements
	• Distinguish between random and identifiable causes of work problems
	• Identify causes of identified faults and take appropriate action
	• Investigate causes of quality deviations
	• Undertake root cause analysis (RCA)
	• Identify deviations and patterns
Initiative and enterprise	• Provide feedback on procedures and systems
	• Analyse feedback on procedures and systems
	• Analyse problems, implications or suggestions for improvements
	• Adjust work activity according to changes in work requirements
	• Take correct action and follow procedures
	• Identify methods of increasing own and team contribution to the value chain
	• Recommend changes and improvements
	• Take action to make improvements
	• Implement changes
	• Monitor actions to ensure cost-efficiency
	• Implement 5S procedures
	• Implement work practices to reduce waste
Planning and organising	• Plan own work and work of team to meet required standards
	• Ensure the work area complies with OHS procedures
	• Organise processes, tools, equipment and materials
	• Implement improvements in accordance with procedures
	• Monitor and adjust production/process
	• Distinguish between essential and non-essential practices

	• Set the workplace in order • Implement use of planning tools within work of team • Implement 5S procedures • Determine and prioritise required actions • Collect and organise information from work activity
Self-management	• Conduct all work activities according to safety and workplace standards • Implement and maintain housekeeping standards • Achieve operational outcomes • Monitor own performance • Interpret data and information as required by own job • Ask questions to ensure understanding of own work requirements • Recommend methods of increasing own contribution to the value chain • Adjust work processes according to procedures • Identify and manage impacts in own work area • Monitor resource use and minimise waste in own work activity • Keep the workplace clean and tidy • Assess own work
Learning	• Attend skill development training • Adapt to changing work requirements • Ask questions to aid learning • Identify skill requirements of self and team members • Seek skills development and training to meet needs • Identify personal skill gaps and additional skills needs • Ask questions to ensure understanding of own work requirements • Monitor own work and identify areas for improvement • Seek feedback on work performance • Provide feedback on work performance
Technology	• Work with technology safely and according to workplace standards • Identify equipment and processes appropriate for job and skill level • Handle and use equipment correctly and safely and within skill level • Assess operational efficiency of technology within own skill level and that of team members • Recognise and report faulty operation of equipment • Collect and apply data and information from technology • Use information technology appropriate for job • Apply maintenance procedures appropriate to job and skill level

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	and operations

Packaging Rules

To be awarded the MSS30312 Certificate III in Competitive Systems and Practices, competency must be achieved in **ten (10)** units of competency.

- **three (3)** core units of competency
- a minimum of **one (1)** unit of competency from the Group A electives listed below
- a minimum of **two (2)** units of competency from the Group B electives listed below
- the balance of **four (4)** elective units of competency may be selected in any combination from Group A, Group B and Group C.

Note: Units with prerequisites are marked with an asterisk*. Prerequisite units must be counted in the total number of units required for completion of the qualification.

Core units of competency

Unit code	Unit title
MSS403001A	Implement competitive systems and practices
MSAENV272B	Participate in environmentally sustainable work practices
MSAPMOHS200A	Work safely

Elective units of competency

Group A

Unit code	Unit title	Prerequisites
MSS403002A	Ensure process improvements are sustained	
MSS403005A	Facilitate use of a Balanced Scorecard for performance improvement	

MSS403006A	Facilitate implementation of competitive systems and practices in an office	
MSS403010A	Facilitate change in an organisation implementing competitive systems and practices	
MSS403011A	Facilitate implementation of competitive systems and practices	
MSS403013A	Lead team culture improvement	

Group B

Unit code	Unit title	Prerequisites
MSS402030A	Apply cost factors to work practices	
MSS402052A	Implement continuous improvements based on standardised work practices	
MSS402080A	Undertake root cause analysis	
MSS403007A	Map an office value stream	
MSS403021A	Facilitate a Just in Time system	
MSS403023A	Monitor a levelled pull system of operations	
MSS403024A	Work within a constrained process	
MSS403030A	Improve cost factors in work practices	
MSS403032A	Analyse manual handling processes	
MSS403033A	Map an operational process	
MSS403034A	Organise products into groups	
MSS403035A	Implement the visual workplace	
MSS403039A	Facilitate and improve 5S in an office	
MSS403040A	Facilitate and improve implementation of 5S	
MSS403041A	Facilitate breakthrough improvements	
MSS403042A	Facilitate mistake proofing in an office	
MSS403043A	Facilitate breakthrough improvements in an office	
MSS403044A	Facilitate continuous improvement through the use of standardised procedures and practices	
MSS403051A	Mistake proof an operational process	
MSS403084A	Improve changeovers	
MSAENV472B	Implement and monitor environmentally sustainable work practices	

MSAPMSUP390A	Use structured problem solving tools	

Group C

Unit code	Unit title	Prerequisites
MSS402002A	Sustain process improvements	
MSS402010A	Manage the impact of change on own work	
MSS402020A	Apply quick changeover procedures	
MSS402021A	Apply Just in Time procedures	
MSS402031A	Interpret product costs in terms of customer requirements	
MSS402040A	Apply 5S procedures	
MSS402041A	Apply 5S in an office	
MSS402050A	Monitor process capability	
MSS402051A	Apply quality standards	
MSS402053A	Participate in breakthrough improvements in an office	
MSS402060A	Use planning software systems in operations	
MSS402061A	Use SCADA systems in operations	
MSS402081A	Contribute to the application of a proactive maintenance strategy	

A maximum of **four (4)** Group C units may be selected from other qualifications in this Training Package, other endorsed Training Packages and accredited courses where those units are available at Certificates III, IV or Diploma level. 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.

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Custom Content Section

Not applicable.