



Australian Government

Assessment Requirements for MSTGN5005 Provide global operations support

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to LMTGN5005A Provide global operations support

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:

- reading and following work instructions, standard operating procedures (SOPs), safe work practices
- applying relevant standards
- identifying sources of equipment, materials and staffing for global production, in consultation with overseas contacts
- organising machine operations, staff and production processes needed for offshore operations, in collaboration with overseas contacts, to meet production requirements
- checking overseas quality standards and safe work practices, and implementing opportunities to prevent or correct non-compliance
- liaising with offshore contacts on production/marketing matters, and identifying and implementing opportunities to improve global marketing strategies and outcomes
- communicating in a logical and easy to understand manner
- interpreting outcomes of research and analysis of global marketing data, and providing assistance to marketing managers in Australia and overseas to implement global marketing strategies and policies
- implementing and documenting improvements to global marketing performance
- maintaining global production and marketing coordination, monitoring records and preparing reports, where necessary, in accordance with workplace practices.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- relevant Australian Standards
- production control and efficiency processes
- quality assurance processes
- production processes
- work health and safety (WHS) and environmental aspects of relevant enterprise activities
- workplace procedures and reporting processes
- international regulations, pricing structures and import/export factors
- production times, quality assurance factors and production/marketing
- global marketing opportunities and improvement strategies

- global production operations and/or marketing arrangements
- relevant WHS legislation, regulatory requirements and codes of practice
- workplace procedures
- report and documentation requirements.

Assessment Conditions

- Assessors must:
 - satisfy the assessor competency requirements that are in place at the time of the assessment, as set by the VET regulator
 - have vocational competency in providing global operations support, at least to the level being assessed, with relevant industry knowledge and experience.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- 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.
- The unit is applicable to all TCF sectors and assessment must ensure it is delivered to suit the industry it is being applied to.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a203ec5c-de7d-406b-b3e1-8f1a9b76e92e>