



**Australian Government**

# **Assessment Requirements for AMPMGT601 Benchmark to manage and improve enterprise performance**

**Release: 2**

## Assessment Requirements for AMPMGT601 Benchmark to manage and improve enterprise performance

### Modification History

| Release   | Comments                                                                                |
|-----------|-----------------------------------------------------------------------------------------|
| Release 2 | This version released with AMP Australian Meat Processing Training Package Version 6.0. |
| Release 1 | This version released with AMP Australian Meat Processing Training Package Version 1.0. |

### Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

Effective management and/or facilitation of a benchmarking process, including related improvement activities, must be demonstrated.

There must be evidence that the individual has managed or facilitated a benchmarking process on at least one occasion, including:

- determined criteria identifying appropriate benchmarking partners and maintaining positive partner relationships, in accordance with enterprise goals and directions
- accessed industry and enterprise benchmarking data
- analysed and interpreted a range of complex qualitative and quantitative data relating to enterprise operations and benchmarking activities
- identified enterprise goals and directions, and explained the role of benchmarking in achieving enterprise goals
- developed and maintained positive relationships with benchmarking partners
- worked effectively as an individual and as a member of a team
- used effective communication, negotiation and leadership skills in a range of benchmarking interactions, including with benchmarking teams, benchmarking partners and internal stakeholders
- used problem-solving skills in a range of situations
- used information and communications technology, including performance management, project management, statistical and modelling software
- prepared a strategy for gathering and analysing customer feedback
- developed a financial model for measuring Return on Investment (ROI) for benchmarking processes

- developed and implemented a communication and marketing strategy to inform stakeholders (including senior management, personnel at all levels of the organisation, and customers) of benchmarking goals, progress and outcomes
- prepared benchmarking action plans that specify resource requirements, methodologies, milestones, communication strategies and timelines, including mechanisms for linking with enterprise planning cycles and continuous improvement strategies
- developed and implemented strategies for the resolution of logistical, resource, cultural, ethical and political issues raised during the benchmarking process, including scheduling team member release and involvement, supporting individuals through change, managing group dynamics, handling confidentiality and commercially sensitive information, and dealing with diversity
- developed performance indicators for the enterprise, function, department or process being benchmarked
- implemented the findings of the benchmarking exercise, including interpreting benchmarking results, identifying areas for improvements, and building findings into targets and planning.

## Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- the role of performance indicators in benchmarking
- the difference between performance and process benchmarking
- relevant workplace health and safety, environmental, animal welfare and biosecurity, workplace and regulatory requirements
- the critical factors required for successful and effective benchmarking processes and outcomes, and the implications of enterprise benchmarking activities
- principles of calculating ROI.

## Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
  - skills must be demonstrated in a meat industry workplace or an environment that accurately represents workplace conditions
- resources, equipment and materials:
  - access to appropriate technology for benchmarking activities
- specifications:
  - access to workplace documents such as policies, procedures, processes, forms
  - access to specific legislation/codes of practice relevant to enterprise operations.

Methods of assessment must include:

- a third-party referee report of sustained performance at appropriate level of authority and responsibility
- assignment focusing on understanding and application of principles and theory to workplace operations
- simulation, workplace or industry projects focusing on company/industry environment and conditions.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>