



Australian Government

BSBSTR301 Contribute to continuous improvement

Release: 1

BSBSTR301 Contribute to continuous improvement

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to support continuous improvement in an organisation. Particular emphasis is on actively encouraging teams to participate in the process, monitoring and reporting on specified outcomes and supporting opportunities for further improvements.

The unit applies to individuals who use initiative, and organisational and communication skills to influence the ongoing development of the organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Critical Thinking and Problem Solving – Business Strategy

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Coordinate continuous improvement	1.1 Communicate objectives and continuous improvement processes of the organisation to team members 1.2 Establish roles and skills within the team and identify training needs and performance improvement opportunities 1.3 Encourage team members to participate in decision making processes and exercise initiative
2. Monitor and report specified outcomes	2.1 Monitor team progress using systems and technology of the organisation and identify ways planning and operations could be improved 2.2 Report changes to processes and training to relevant stakeholders

ELEMENT	PERFORMANCE CRITERIA
	2.3 Develop plans, in collaboration with team members, to apply continuous improvement techniques and processes
3. Support opportunities for further improvement	3.1 Communicate recommendations for improvements in achieving organisational objectives to team members 3.2 Monitor work performance and support team members to identify further opportunities for improvement 3.3 Maintain records, reports and recommendations for improvement within the organisation's systems and processes

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	Contributes to ongoing organisational improvement by mentoring others to support continuous improvement processes
Reading	Interprets everyday workplace documentation
Writing	Uses appropriate vocabulary and grammatical structures to achieve precise meaning in a range of documentation
Oral communication	- Articulates information in a positive manner using appropriate terminology, tone and style appropriate to context and audience - Uses questioning and listening techniques to exchange and clarify information
Enterprise and initiative	- Identifies the nature and purpose of own role and associated responsibilities and how own role relates to others and contributes to broader work goals - Takes responsibility for adherence to organisational processes and systems
Teamwork	Shares information and resources, offers assistance and facilitates effective group interactions
Planning and organising	- Takes responsibility for routine low-impact decisions within familiar situations - Evaluates effectiveness of decisions in terms of how well they meet stated goals
Technology	Uses a range of digitally based technology and applications to organise, monitor, manage and communicate relevant information effectively

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBFLM309 Support continuous improvement systems and processes
- BSBINN201 Contribute to workplace innovation.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBSTR301 Contribute to continuous improvement

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- coordinate, monitor and support the continuous improvement of a work task for a team or work area.

In the course of the above, the candidate must:

- identify options and benefits for improvements
- address barriers to continuous improvement
- use analysis work performance to identify improvement opportunities
- use technology to monitor operational progress
- apply recordkeeping processes.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- principles and techniques relating to:
 - continuous improvement systems and processes
 - benchmarking
 - best practice
- benefits and barriers to continuous improvement
- quality approaches that may be implemented in an organisation
- methods that can be used in continuous improvement
- organisational recording, reporting and recommendation processes.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documents and resources relevant to performance evidence.

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

Links

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