



Australian Government

Assessment Requirements for BSBSTR502 Facilitate continuous improvement

Release: 1

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Modification History

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

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:

- lead and manage continuous improvement systems and processes for at least one organisation or work area.

In the course of the above, the candidate must:

- address organisational sustainability requirements
- incorporate mentoring, coaching and other support to enable individuals to participate in continuous improvement processes
- capture progress, insights and experiences using established knowledge management systems
- encourage participation in decision making processes and ideas for continuous improvement.

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:

- systems and processes facilitating continuous improvement
- common decision-making processes
- organisational policies and procedures relating to digital systems, decision-making processes and continuous improvement systems
- business systems and requirements, including:
 - knowledge management
 - quality
 - sustainability
 - performance management.

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 documentation and resources relevant to performance evidence
- organisational policies and procedures 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

Companion Volume Implementation Guide is found on VETNet -

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