



Australian Government

Department of Education, Employment and Workplace Relations

FDFPPL3001A Participate in improvement processes

Revision Number: 1

FDFPPL3001A Participate in improvement processes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers to skills and knowledge required to participate in performance improvement processes that involve systematic analysis of performance to identify and propose opportunities for improvement.
------------------------	--

Application of the Unit

Application of the unit	This unit has application in a work environment where the worker has scope to investigate and participate in improvement processes. Where structured analysis and investigation is not required to participate in improvement programs, this unit does not apply.
--------------------------------	---

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
-----------------------------	--

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
---	--

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify opportunities for improvement	1.1.Barriers to good practice or optimal performance are identified 1.2.Scope of issue or problem to be addressed is clearly defined
2. Identify information requirements	2.1.Data required to investigate improvement opportunity is identified 2.2.Appropriate data collection methods are selected 2.3.Additional resources available to support investigation are identified
3. Analyse the issue or problem	3.1.Techniques required to investigate nature of issue or problem are selected and applied 3.2.A detailed description of the issue or problem is developed 3.3.Possible causes are identified and tested 3.4.Options for improvement are identified and assessed
4. Recommend options for improvement	4.1.Preferred options are identified and described 4.2.Recommendations are presented in formats appropriate to the issue and the audience 4.3.Recommendations are consistent with data collected and analysed
5. Participate in implementing improvement proposals	5.1.Improvement trials are supported 5.2.Improvement proposals are evaluated and refined 5.3.Operating procedures are updated and communicated to reflect implementation of improved practices 5.4.Improvement in performance is monitored

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Ability to:

- identify nature and scope of improvement opportunity
- consult others to confirm improvement opportunity definition
- determine data collection requirements and appropriate collection methods
- identify resources requirements to support investigation, such as negotiating access to resources as required, and where required, identifying expertise or improvement team members
- collect data, such as collecting samples and taking measurements
- determine and apply appropriate data analysis techniques
- draw conclusions based on the data collected and analysed
- communicate findings in forms appropriate to the nature of the issue and the audience
- receive and take account of feedback
- participate in related trials and/or changes to work practices arising from improvement proposals
- monitor and document results of trials/implementation and participate in modifying change to support ongoing improvement
- use oral communication skills/language competence to fulfil the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor
- work cooperatively within a culturally diverse workforce

Required knowledge

Knowledge of:

- objectives to be addressed by improvement proposals, such as quality, occupational health and safety (OHS), environmental management, cost, efficiency and job satisfaction
- the context in which improvement occurs, including capital expenditure and labour budgets, equipment capacity and production targets
- workplace approach to structuring improvement processes
- resources available to the workplace to support improvement processes, including both internal and external resources
- data collection and analysis techniques appropriate to the nature of the improvement opportunity and the workplace
- communication techniques to support data collection, consultation and teamwork required to participate in improvement processes

REQUIRED SKILLS AND KNOWLEDGE

- documentation management systems to support changes in work practices to reflect improvement processes

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Assessment must be carried out in a manner that recognises the cultural and literacy requirements of the assessee and is appropriate to the work performed. Competence in this unit must be achieved in accordance with food safety standards and regulations.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of ability to:

- identify opportunities for improvement and develop objectives and parameters for investigation
- plan study and data collection methods
- collect and analyse data and evidence to test ideas
- present improvement plans with evidence to support rationale
- implement and monitor improvement processes
- apply safe work practices and identify OHS hazards and controls
- ensure improvement plans reflect overall organisational objectives.

Context of and specific resources for assessment

Assessment must occur in a real or simulated workplace where the assessee has access to:

- information storage and retrieval systems
- relevant technical information and personnel resources
- opportunities to interact with others using typical workplace communication processes
- relevant workplace documentation.

Method of assessment

This unit should be assessed together with other units of competency relevant to the work role. Examples could be:

- FDFOP2015A Apply principles of statistical process control
- FDFOP2064A Provide and apply workplace information
- FDFPPL2001A Participate in work teams and groups
- PMBQUAL390A Solve problems using quality tools.

EVIDENCE GUIDE**Guidance information for assessment**

To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities, and where possible, over a number of assessment activities.

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Process improvement

Process improvement is typically investigated and developed in consultation with others

Data analysis

Data analysis typically involves:

- use of computer programs but may also be carried out manually

Problem solving tools

Problem solving tools can include but are not limited to:

- fishbone diagrams/cause and effect diagrams
- workflow analysis
- Pareto diagrams
- SWOT analysis

Unit Sector(s)**Unit sector**

People management/planning/logistics

Competency field

Competency field	
------------------	--

Co-requisite units

Co-requisite units		