



Australian Government

Department of Education, Employment and Workplace Relations

LMTGN5005A Provide global operations support

Revision Number: 1

LMTGN5005A Provide global operations support

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to provide support to local and international production and marketing operations in a textiles, clothing and footwear (TCF) enterprise operating in local, national and global contexts.
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Application of the Unit

Application of the Unit

This unit applies to global production and marketing operations in a TCF workplace operating in local, national and global contexts where judgement may be required in planning and selecting appropriate processes or procedures for self and others within routine and non-routine situations. Work may be conducted in a large scale production or small business situation in a TCF sector and in a variety of environments including operational workplace activities, restricted space, hazardous, controlled or exposed conditions.

TCF production areas may include:

- textile production
- clothing production
- footwear production
- cotton ginning
- leather production
- millinery
- canvas and sails production
- laundry operations
- dry cleaning operations

The unit may apply to daily or production run applications. It includes repetitive production runs, short runs and quick changes

The application of this unit is according to OHS practices of the enterprise and workplace practices, which may include:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- standard operating procedures
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling

This unit requires the application of skills associated with communication to analyse market and production data and information and produce documentation to support marketing and production processes. Planning and organising and problem solving are required to identify production and marketing requirements and assist in the implementation of these activities on a global basis. Team work skills are required to effectively provide a support function and initiative and enterprise skills will be used to identify

and report on marketing or production opportunities. Ongoing learning will be applied to ensure currency of information in the global market.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisites

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify requirements for efficient global production or marketing	1.1 Information on global markets and global production operations is gathered and analysed in accordance with workplace practices 1.2 Sourcing of equipment, materials and staffing is investigated in consultation with overseas contacts 1.3 Quality standards and safe work practices are checked to ensure compliance 1.4 Recommendations are made on production or marketing requirements in accordance with workplace practices 1.5 Machine operations, staff and production processes needed for off-shore operations are organised on collaboration with overseas contacts to meet production requirements
2 Implement requirements for efficient global production	2.1 Requirements for efficient global production are identified and specified in collaboration with Australian and overseas contacts 2.2 Specifications for global production are implemented in accordance with workplace practices
3 Monitor global production operations	3.1 Compliance of global production operations with specified requirements is checked in collaboration with overseas contacts 3.2 Non-compliance is identified, reported or recorded and investigated to determine causes
4 Assist in the implementation of improvements to global production operations	4.1 Opportunities for corrective or preventative action to improve global production are identified using outcomes of monitoring activity or feedback from overseas production staff 4.2 Corrective or preventative action is recommended and implemented where appropriate 4.3 Changes are communicated to relevant personnel in a logical and easily understood manner 4.4 Changes are monitored to confirm improvement to production efficiency
5 Interpret global marketing data	5.1 Outcomes of research and analysis of global marketing data is interpreted and recommendations are made on global marketing opportunities and strategies 5.2 Reports on marketing opportunities and strategies are prepared and presented to relevant persons in the workplace
6 Assist in the implementation of improvements to global marketing operations	6.1 Assistance is provided to marketing managers in Australia and overseas in the implementation of workplace global marketing strategies and policies 6.2 Feedback on marketing performance is reviewed in accordance with workplace practices 6.3 Opportunities for improvements in global marketing strategies

ELEMENT**PERFORMANCE CRITERIA**

- are identified in collaboration with others and recommendations made to relevant workplace personnel
- 6.4 Approved improvements to global marketing strategies are implemented in accordance with workplace practices
- 7 Maintain records 7.1 Global production and marketing coordination and monitoring records are maintained and reports prepared, where necessary, in accordance with workplace practices

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level

Demonstrates knowledge of:

- production control and efficiency processes
- quality assurance processes
- production processes
- safety and environmental aspects of relevant enterprise activities
- workplace procedures and reporting processes
- international regulations, pricing structures, import/export factors,
- production times, quality assurance factors and production/marketing arrangements (where appropriate)
- relevant OHS legislation, regulatory requirements and codes of practice

Demonstrates skills to:

- interpret and use data from a range of sources
- make recommendations
- communicate effectively with others in Australia and overseas
- select, interpret and apply production/marketing procedures or processes
- prepare and present reports and information in appropriate formats

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

Critical aspects of evidence to be considered

Assessment must confirm appropriate knowledge and skills to:

- assist in the organization of processes for global production and/or marketing
- ensure global production and/or marketing meets enterprise standards
- check compliance meets specified requirements
- deal with inefficiencies and errors
- monitor production changes
- liaise with off-shore contacts on production/marketing matters
- monitor application of workplace health and safety policies in production operations
- maintain accurate records

Consistency in performance

Applies underpinning knowledge and skills when:

- coordinating production/marketing processes
- identifying contingencies
- completing tasks
- identifying and implementing improvements
- ensuring safety standards are followed

Shows evidence of application of relevant workplace procedures including:

hazard policies and procedures including codes of practice

- issue resolution procedures
- job procedures and work instructions
- quality procedures (where existing)
- security procedures
- waste, pollution and recycling management processes
- action taken promptly accidents and incidents reported in accordance with statutory requirements and enterprise procedures
- workplace, including modes of behaviour and interactions among staff and others
- work completed systematically with attention to detail without damage to goods, equipment or personnel
- access to real or appropriately simulated global production and/or marketing operations in a TCF context

Resource

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

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| implications | <ul style="list-style-type: none">• this includes real or simulated work areas, materials, equipment, and information on work specifications, relevant safety procedures and regulations, quality standards, organisation procedures and customer requirements |
| Context for assessment | <ul style="list-style-type: none">• assessment may occur on the job or in an appropriately simulated environment |
| Interdependent assessment | <ul style="list-style-type: none">• this unit does not need to be assessed in conjunction with other units and can be assessed independently |

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. Add any 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.

Legislative/regulatory requirements	All work must comply with relevant Federal and State or Territory legislative or regulatory requirements, organisation insurance requirements, OHS legislation, manual handling procedures and relevant health regulations.
Production operations may include:	• local production • interstate coordinated production • global production arrangements
Workplace practices may include:	• workplace practices relating to providing global operations support • conditions of service, legislation and industrial agreements including workplace agreements and awards and Federal or State/Territory legislation • standard work practices • reporting verbally or in writing • oral, written or visual communication • being responsible for the maintenance of own work quality and contributing to the quality improvement of team or section output, where necessary • safety, environmental, housekeeping and quality practices as specified by machine and equipment manufacturers, regulatory authorities and the organisation
Workplace OHS practices may include:	• use of personal protective wear and equipment • safe materials handling practices • taking of rest breaks • ergonomic arrangement of workplaces • following marked walkways • storage of equipment • workstation housekeeping • cleaning of equipment • workers' compensation legislation
Organisation systems may include:	• JIT • VAM • quick response • quality circles

- team processes
- benchmarking

Unit Sector(s)

Sector All