



Australian Government

Department of Education, Employment and Workplace Relations

MSACMG805A Develop the learning processes of the manufacturing organisation

Revision Number: 1

MSACMG805A Develop the learning processes of the manufacturing organisation

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers ensuring that knowledge relevant to performance improvement and the meeting of customer requirements is gathered, applied and retained by the organisation and individuals. This unit focuses on the processes in an organisation for extracting learning as it appears, capturing it in a manner which makes it available for future use and applying it to work.
------------------------	---

Application of the Unit

Application of the unit	The unit is intended for managers and people with a similar sphere of influence and scope of authority and responsibility who are familiar with competitive manufacturing and workplace learning. Where this is not the case MSACMC612A Manage workplace learning may be completed to supply the necessary skills. The equivalent team leader unit is MSACMG708A Capture learning from daily activities in a manufacturing organisation. This unit may also be applied to service organisations applying competitive manufacturing principles.
--------------------------------	---

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 processes generating new knowledge	1.1. Identify any existing systems for organisational learning 1.2. Encourage the open discussion of current performance and problems 1.3. Facilitate consensus problem solving 1.4. Ensure both qualitative and quantitative knowledge are captured 1.5. Validate findings with relevant managers
2. Develop knowledge capture and retrieval systems	2.1. Obtain required approvals 2.2. Provide useable systems for recording of problems and solutions 2.3. Facilitate the extraction of knowledge from records 2.4. Ensure all project work captures generated knowledge 2.5. Ensure knowledge is in a form able to be applied by the organisation and its personnel 2.6. Develop knowledge storage and retrieval systems 2.7. Monitor knowledge capture system use and suitability
3. Improve the application of organisational knowledge	3.1. Ensure knowledge is distributed to and available where needed 3.2. Ensure knowledge system is part of standard procedures and practices 3.3. Encourage the routine use of the knowledge system 3.4. Facilitate open discussion of knowledge and knowledge system 3.5. Identify inhibitors to greater use of knowledge 3.6. Take actions to improve application of organisational knowledge
4. Evaluate and improve learning processes	4.1. Review use of knowledge system 4.2. Evaluate benefits obtained from knowledge system 4.3. Identify areas where the knowledge system is not being fully utilised 4.4. Identify areas where greater benefits could be obtained from the knowledge system 4.5. Discuss areas of possible improvements with relevant managers and other stakeholders 4.6. Develop consensus improvement plans for the knowledge system 4.7. Obtain required approvals 4.8. Train personnel as required to improve use 4.9. Implement improvement plans

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- decision making
- prioritisation
- communication at all levels
- negotiation
- situation analysis

Required knowledge

- competitive manufacturing principles
- organisational goals and processes
- approval processes within organisation
- cost/benefit analysis methods
- methods of determining the impact of a change
- communication methods
- customer perception of benefits
- reward systems
- learning systems

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

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

Demonstrates skills and knowledge required to:

- review learning process.

In particular look for evidence of:

- evaluation of components of current system
- development of improvements to current system
- implementation of improvements.

Context of and specific resources for assessment

Assessment may occur on the job or in an appropriately simulated environment. Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.

Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability.

Access must be provided to appropriate learning and/or assessment support when required. Where applicable, physical resources should include equipment modified for people with disabilities.

Method of assessment

- Assessment must satisfy the endorsed assessment guidelines of the Manufacturing Training Package.
- Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge.
- Assessment methods must be by direct observation of tasks and include questioning on underpinning knowledge to ensure its correct interpretation and application.
- Assessment may be applied under project related conditions (real or simulated) and require evidence of process.
- Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred

EVIDENCE GUIDE	
	to other circumstances. • Assessment may be in conjunction with assessment of other units of competency where required.
Guidance information for assessment	Assessment processes and techniques must be culturally appropriate and appropriate to the language and literacy capacity of the candidate and the work being performed.

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.	
Codes of practice/standards	Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version must be used
Health, safety and environment (HSE)	All changes implemented are expected to be at least neutral, or preferably beneficial, in their impact on health, safety and environment
Systems for capturing knowledge	Systems for identifying knowledge should cover: • plant and equipment modifications • procedure and practice changes • new plant, equipment, processes • daily problem solving and continuous improvement activities • specific improvement events (e.g. kaizen blitz) • incident reports • reliability/maintenance reports
Current performance	Current performance includes: • output indicators • input indicators • HSE indicators • reliability/maintenance indicators • continuous improvement indicators
Problems	Problems may include: • non-conformances and other opportunities for improvement
Improvements to the knowledge system	Improvements to knowledge systems include: • improving integration of knowledge system with other organisation and value chain development processes • improving identification of new knowledge • improving capture ease and efficiency

RANGE STATEMENT	
	improving search and application functionality
Develop	Develop includes: establishing and improving
Knowledge forms	Knowledge may be: quantified or otherwise modified to make its outcomes measurable or observable as appropriate to the knowledge and its application
Improvements	Improvements may: - be to process, plant, procedures or practice - include changes to ensure positive benefits are maintained
Manager	Manager may include: any person who may have either a permanent or an ad hoc role in facilitating the function of multiple teams in a workplace, departments or entire organisations

Unit Sector(s)

Unit sector	CM Graduate
--------------------	-------------

Competency field

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

Co-requisite units

Co-requisite units		

