



Australian Government

MSMSUP100 Apply workplace context to own job

Release: 1

MSMSUP100 Apply workplace context to own job

Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP100A Apply workplace procedures

Application

This unit of competency covers the skills and knowledge required to complete own work activities.

This unit of competency applies to personnel who are required to have a working knowledge of the organisation and its processes, products, customers and competitors and to work effectively within organisation procedures.

This is a general competency that is performed by all personnel.

It applies to an individual working alone or as part of a team/work group and working in liaison with other team members and supervisors.

This unit of competency applies to all areas of operation.

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

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1	Identify industry sector	1.1	Identify the industry sector
		1.2	Recognise the major competitors in the industry and their products
		1.3	State the major external issues facing the industry

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| 2 | Identify products and customers | 2.1 | Name company products |
| | | 2.2 | State needs of external customers in line with organisation priorities |
| | | 2.3 | State needs of internal customers |
| | | 2.4 | Identify own role in meeting customer requirements |
| | | | |
| 3 | Recognise plant structure and processes | 3.1 | Identify key production sites/areas |
| | | 3.2 | State own role in organisational structure |
| | | 3.3 | Describe the production process relevant to own work area and relationship with other parts of the production process |
| | | | |
| 4 | Identify own workplace responsibilities | 4.1 | Identify company objectives |
| | | 4.2 | Identify organisational policies and guidelines in relation to job role |
| | | 4.3 | State key responsibilities, including work health and safety (WHS) of own section/team |
| | | 4.4 | Identify task requirements within work role |
| | | 4.5 | Describe own role in achieving section/team, plant and company objectives |
| | | | |
| 5 | Follow workplace procedures | 5.1 | Identify existing procedures relevant to job role |
| | | 5.2 | Follow procedures in undertaking tasks |
| | | 5.3 | Seek advice from relevant personnel in clarifying procedures when appropriate |
| | | | |
| 6 | Recognise quality requirements | 6.1 | Identify instances of variation in quality from specifications or procedures |

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| | 6.2 | Identify basic quality concepts to work activities |
| | 6.3 | Follow organisation procedures for reporting and managing variations |
| | 6.4 | Report problems with materials/product quality to appropriate person |
| | 6.5 | Follow organisation procedures for identifying and suggesting improvements to improve product quality |
| | 6.6 | Work within the organisation quality system |
| 7 | Plan and follow a personal daily routine | |
| | 7.1 | Plan own daily routine to take into account rosters, industrial agreements and workplace procedures |
| | 7.2 | Seek clarification of requirements of tasks when appropriate |
| | 7.3 | Agree achievable time and other performance measures |
| | 7.4 | Complete tasks and identify and report variations to plan |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework

The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines

- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

Procedures All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Routine problems Routine problems must be reported and corrective action taken according to relevant procedures.

Routine problems include one or more of the following:

- changes to the normal situation
- changes to the daily routine
- quality variations
- changes to the process inputs
- changes in the process

Corrective actions Corrective actions include one or more of the following:

- reporting to an appropriate person
- taking action specified in procedures

Appropriate personnel Appropriate personnel include one or more of the following:

- supervisor
- more senior operator
- other designated personnel

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSAPMSUP100A Apply workplace procedures

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>

Assessment Requirements for MSMSUP100 Apply workplace context to own job

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include the ability to:

- use information contained in:
 - standard operating procedures (SOPs)
 - safety, hazard and incident procedures
 - maintenance logs
- identify processes relevant to work role
- identify work requirements and follow work instructions
- identify own and team/section role in meeting company objectives, including safety objectives and customer requirements
- identify the organisation's internal and external customers
- request advice and seek clarification in relation to job/work environment
- identify and apply quality standards
- recognise and report variations in quality and/or non-conformances
- identify routine problems and take corrective actions as required
- complete workplace forms and records

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- organisation procedures, including:
 - safety, emergency and hazard control
 - relevant SOPs
- the context in which the organisation operates, including:
 - the sector
 - major competitors
 - major external issues
- organisation goals, objectives and targets
- the impact of organisation procedures in own work, including:
 - equal employment opportunity (EEO) policies and procedures
 - ethical standards
 - work health and safety (WHS) policies, procedures and programs

- quality and continuous improvement processes and standards.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- The collection of performance evidence:
 - should occur over a range of situations which include typical disruptions to normal, smooth operations
 - will typically include a supervisor/third-party report focusing on consistent performance and problem recognition and solving. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency
 - may use industry-based simulation for all or part of the unit particularly where safety, lack of opportunity or significant cost is an issue.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment in a simulated environment should use evidence collected from one or more of:
 - walk-throughs
 - pilot plant operation
 - demonstration of skills
 - industry based case studies/scenarios
 - ‘what ifs’.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- The regulatory framework will be reflected in workplace policies and procedures and is not required to be independently assessed.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- As a minimum, assessors must satisfy the Standards for Registered Training Organisations 2015 assessor requirements.

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