



Australian Government

MSMSUP200 Achieve work outcomes

Release: 1

MSMSUP200 Achieve work outcomes

Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP200A Achieve work outcomes

Application

This unit of competency covers the skills and knowledge required to identify and implement actions to achieve workplace targets and to suggest ways to improve processes.

This unit of competency applies to personnel who are required to achieve quality standards and productivity targets within the scope of own job.

This unit of competency applies to an individual working alone or as part of a team or group and working in liaison with other team members and supervisors.

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 key aspects of the process	1.1	Outline the properties of materials/components used in the process
		1.2	Describe the process relevant to own work area
		1.3	Identify the safety and environmental requirements relevant to this process
		1.4	State aspects of this process which require careful monitoring

2	Implement actions to achieve targets	2.1	Identify production targets for own work area and work role
		2.2	Describe techniques used to measure performance against workplace targets/standards
		2.3	Identify factors impacting on achieving targets
		2.4	Identify potential inefficiencies in the process
		2.5	Achieve work outcomes
3	Participate in an improvement activity in accordance with organisation procedures	3.1	Investigate a problem
		3.2	Identify likely causes of problem
		3.3	Suggest options for improvement
		3.4	Discuss a proposed improvement with appropriate people

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
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- 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 resolved by applying known solutions.

Routine problems are predictable and include one or more of the following:

- non-routine process and quality problems
- equipment selection, availability and failure
- teamwork and work allocation problems
- safety and emergency situations and incidents

Known solutions are drawn from one or more of:

- procedures
- training
- remembered experience

Non-routine problems must be reported according to according to relevant procedures.

Unit Mapping Information

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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 MSMSUP200 Achieve work outcomes

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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 must include the ability to:

- identify workplace targets and performance measures
- identify and minimise inefficiencies
- identify and control hazards
- work to achieve targets
- apply known solutions to routine problems
- participate in process improvement teams/activities.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- organisation procedures, including relevant standard operating procedures (SOPs)
- potential sources of wastage/production inefficiencies
- process, normal operating parameters and product quality to recognise non-standard situations
- criteria for evaluating and selecting improvements, including:
 - benefits
 - costs
 - safety implications
 - limitations of equipment, process and materials.

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

- must include participation in an improvement activity which provides sufficient evidence of the requirements of all the elements and performance criteria
- 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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