



Australian Government

MSS014007 Implement social sustainability in work practices

Release: 1

MSS014007 Implement social sustainability in work practices

Modification History

Release 1. Supersedes and is equivalent to MSS014007A Implement social sustainability in work practices.

Application

This unit of competency covers analysing the workplace to identify work practices that support social sustainability, identifying and implementing/ updating improvements within own area of responsibility, and monitoring their effectiveness. It involves promoting engagement with social sustainability with a range of stakeholders.

This unit applies to team leaders/supervisors and those in similar roles who want to support social sustainability by making changes in their own area of responsibility and encouraging awareness in other parts of the organisation.

This unit applies to organisations in all sectors of the manufacturing industry and the associated value chains. It may also be applied to all sections of an organisation including, for example, the office, warehouse and factory.

This unit requires the use of metrics to monitor social sustainability; other people may develop these.

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

Pre-requisite Unit

Nil

Competency Field

Sustainable operations

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

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

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| 1 | Investigate social sustainability issues and | 1.1 | Review information about current industry practice in relation to social sustainability issues that may affect the work area. |
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	practices	1.2	Identify legislative/regulatory requirements that relate to social sustainability issues and how they apply to the work area.
		1.3	Identify voluntary codes and standards that relate to social sustainability issues.
		1.4	Collect information on systems, procedures and work practices that have social sustainability implications.
		1.5	Identify how the organisation’s stated values, strategies and goals relate to social sustainability.
		1.6	Determine the relevance of the social sustainability issues and practices to the work area or work group.
2	Engage stakeholders to identify social sustainability improvements	2.1	Identify stakeholders and their interest in social sustainability in the work area or work group.
		2.2	Facilitate activities to review current systems, procedures and work practices, and identify areas for improvement.
		2.3	Determine changes that are likely to achieve desired improvements.
		2.4	Evaluate the feasibility, benefits and costs of making the changes.
		2.5	Prioritise changes for action.
		2.6	Report suggestions for improvements that are beyond own area of responsibility to appropriate people.
3	Implement/update changes	3.1	Source techniques/tools to assist in implementing the priority changes.
		3.2	Plan for budget, personnel, other resources and approvals that will be required.
		3.3	Seek approval to make changes, as needed.
		3.4	Allocate tasks and responsibilities to team or work group members.
		3.5	Implement/update the approved changes.

		3.6	Monitor progress and implement strategies to address barriers and/or resistance to changes.
4	Analyse and interpret social sustainability data	4.1	Use social sustainability metrics to identify current performance and track changes.
		4.2	Analyse and interpret data to identify the implications for social sustainability activities.
		4.3	Document outcomes and communicate them to stakeholders.
5	Promote engagement with social sustainability	5.1	Encourage equitable participation from all stakeholders.
		5.2	Use behaviours and work practices that support social sustainability in own work and communications.
		5.3	Encourage proper application of procedures that support engagement.
		5.4	Use change management strategies to promote change.
		5.5	Present accurate information targeted to stakeholder interests/needs.
		5.6	Identify achievements and promote them throughout the organisation.

Foundation Skills

This section describes those required skills (language, literacy and numeracy) 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.

Techniques and tools include one or more of

- visual workplace concepts
- measurement, display and/or recording devices
- changed work practices/procedures
- competence development and awareness training
- group activities
- external advice/services.

Equitable participation can be encouraged by using activities and strategies including one or more of

- protocols for communication and providing feedback
- rewarding innovation and initiative
- encouraging suggestions and implementing them, as feasible
- recognition and reward programs
- activities that recognise different ways of communicating and/or thinking, e.g. verbal, written and visual
- encouraging respect for cultural diversity, diverse interests and differing opinions
- using interpreters or translated information
- addressing barriers to communication.

Procedures that support engagement include one or more of

- training and development
- progression and promotion
- hours of work and work-life balance
- work conditions and leave entitlements
- access to facilities and amenities
- performance reviews and performance management
- recognition and reward
- anti bullying, discrimination and harassment.

Change management strategies include one or more of

- case studies from similar businesses
- finding champions within the organisation
- promoting internal success stories/runs on the board
- identifying the benefits of social sustainability targeted to stakeholder interests/needs.

Stakeholders include one or more of

- employees
- management
- shareholders
- customers
- suppliers
- regulatory bodies
- other organisations

- specialists who may have particular technical expertise.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS014007A Implement social sustainability in work practices.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>

Assessment Requirements for MSS014007 Implement social sustainability in work practices

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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, for one or more work area or work group, to:

- identify the social sustainability implications of the organisation's systems, procedures and work practices
- analyse and interpret data on social sustainability
- prioritise, plan and implement/update changes within own area of responsibility and within organisational approvals and procedures
- utilise techniques/strategies to encourage participation from stakeholders
- utilise techniques/strategies to promote change.

Knowledge Evidence

- Must provide evidence that demonstrates knowledge relevant to their job role sufficient to fulfil their job role independently, including:
- social sustainability issues that may affect the work area or work group
- current industry practices to address social sustainability issues
- legislative/regulatory requirements that have social sustainability implications
- voluntary codes and standards that have social sustainability implications
- the organisation's processes for implementing initiatives, amending procedures, making recommendations and reporting
- change management strategies
- factors that contribute to lack of engagement, discrimination and poor participation in the workplace

techniques to encourage participation, communication and respect in the workplace
approaches to measuring social sustainability.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence shall be based on a holistic assessment of the evidence.
- The collection of performance evidence is best done from a report and/or folio of evidence drawn from:

- a single project which provides sufficient evidence of the requirements of all the elements and performance criteria
- multiple smaller projects which together provide sufficient evidence of the requirements of all the elements and performance criteria.
- A third party report, or similar, may be needed to testify to the work done by the individual, particularly when the project has been done as part of a project team.
- Assessment should use a real project where analysing, identifying and implementing/updating work practices that support social sustainability occur in an operational workplace.
- Knowledge evidence may be collected concurrently with performance evidence 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.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competency and currency.
- Technical competence can be demonstrated through:
 - relevant VET or other qualification/Statement of Attainment AND/OR
 - relevant workplace experience
- Currency can be demonstrated through:
 - performing the competency being assessed as part of current employment OR
 - having consulted with an organisation providing relevant environmental monitoring, management or technology services about performing the competency being assessed within the last twelve months.

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