



Australian Government

MSS402010 Manage the impact of change on own work

Release: 1

MSS402010 Manage the impact of change on own work

Modification History

Release 1. Supersedes and is equivalent to MSS402010A Manage the impact of change on own work

Application

This unit of competency covers the skills and knowledge required by an individual to effectively manage the changes in their own work resulting from their organisation's implementation of competitive systems and practices.

This unit applies to an individual in an organisation implementing competitive systems and practices that affect the individual's own work. The unit includes the skills required to positively participate in ongoing and continuous change as it affects their work. The individual will be expected to deal with these changes as part of a team and to give feedback from their own perspective.

This unit requires the application of skills associated with problem solving, planning and organising and self-management for assessing and managing the impact of change on own work. This unit also requires the ability to seek information and feedback from team members on the impact of changes and suggested improvements.

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

Pre-requisite Unit

Nil

Competency Field

Competitive systems and practices

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.

1	Examine the impact of change on own work	1.1	Identify competitive systems and practices relevant to changes in own work.
		1.2	Examine changes to work flow.

	practices	1.3	Examine changes to equipment/process/physical environment.
		1.4	Examine changes to work relationship with team members and other teams.
		1.5	Examine changes to data collection needs.
		1.6	Examine changed work for impacts on health, safety and environment (HSE).
		1.7	Examine changes to quality requirements.
		1.8	Identify any additional individual skill needs.
		1.9	Identify other areas requiring assistance.
2	Implement change	2.1	Review changes which may have an adverse impact with team leader.
		2.2	Adopt changes to individual work practice.
		2.3	Seek assistance in gathering/processing data, as required.
		2.4	Implement the data collection/processing and take actions on resulting information in accordance with procedures.
		2.5	Seek assistance/training to meet needs caused by change.
3	Implement continuous improvement	3.1	Critically examine all changes.
		3.2	Identify impacts of changes both up and down the immediate value stream.
		3.3	Identify areas for improvement.
		3.4	Make recommendations for improvement in accordance with procedures.

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.

Competitive systems and practices include one or more of:

- lean operations
- agile operations
- preventative and predictive maintenance approaches
- statistical process control systems, including six sigma and three sigma
- Just in Time (JIT), kanban and other pull-related operations control systems
- supply, value, and demand chain monitoring and analysis
- 5S
- continuous improvement (kaizen)
- breakthrough improvement (kaizen blitz)
- cause/effect diagrams
- overall equipment effectiveness (OEE)
- takt time
- process mapping
- problem solving
- run charts
- standard procedures
- current reality tree.

Impact of change may include one or more of:

- elements being undertaken individually or as part of a team
- seeking assistance from team leaders for areas outside the employee's range of responsibility and authority.

Procedures (written, verbal, visual, computer based, etc.) include one or more of:

- work instructions
- standard operating procedures (SOPs)
- safe work method statements
- formulas/recipes
- batch sheets

- temporary instructions
 - any similar instructions provided for the smooth running of the plant.
- Gathering and monitoring performance data include one or more of:**
- manual gathering by individual employees through charts, tally sheets or keypad/board entry
 - automatic collection through software, such as SCADA software, ERP systems, MRP and proprietary systems.
- Continuous improvement (kaizen) includes evaluation of one or more of:**
- time required
 - resources used
 - resultant quality
 - other aspects relevant to the process.
- Stages where value stream actions may occur include one or more of:**
- sales outlet/representative
 - information gathering, data analysis and research
 - product design
 - raw material sourcing
 - intermediate processing
 - final assembler/collation/preparation
 - support services (e.g. accounting, finance and legal)
 - storage and delivery to customer
 - after market support.

Unit Mapping Information

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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 MSS402010 Manage the impact of change on own work

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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 (1) or more changes, to:

- identify competitive systems and practices used in their own workplace
- identify change and its impact on own work practices in relation to implementation of competitive systems and practices
- adopt change and seek any required assistance
- identify areas for improvement.

Knowledge Evidence

Must provide evidence that demonstrates knowledge relevant to their job role sufficient to fulfil their job role under routine only supervision:

- features of common competitive systems and practices in use in own workplace
- sources of data on the process/plant
- methods of determining own skill needs
- health, safety and environment (HSE) principles relevant to own job
- change implementation contacts and procedures
- employee assistance mechanisms within organisation.

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:
 - should occur over a range of situations which include typical disruptions to normal, smooth operation of the workplace
 - 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 evidence of responding to change in own workplace

- will typically include the use of appropriate tools, equipment and safety gear requiring demonstration of preparation, operation, completion and responding to problems.
- Assessment should occur in operational workplace situations. 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.
- 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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