



Australian Government

Assessment Requirements for MSS403008 Facilitate use of a Balanced Scorecard for performance improvement

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance Criteria changed. Foundation Skills populated. Range of Conditions removed. Assessment requirements changed. Supersedes and is equivalent to MSS403005 Facilitate use of a Balanced Scorecard for performance improvement.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and demonstrated the ability to:

- use the results of a Balanced Scorecard to facilitate, with at least 2 other people, the identification, implementation and monitoring of at least 2 total performance improvement activities.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- components and concepts of the Balanced Scorecard, including perspectives, feedback loops, targets and metrics, total performance and reporting systems
- analysis of Balanced Scorecard information
- uses and limitations of KPIs
- alignment of KPIs with the organisation's strategy map
- financial and non-financial performance measures
- how to identify areas for improvement from Balanced Scorecard information
- techniques to facilitate communication and collaboration.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - Balanced Scorecard results
- modelling of industry operating conditions.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume Implementation Guides are found in VETNet -

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