



Australian Government

Assessment Requirements for MSS403012 Facilitate change in a competitive systems and practices environment

Release: 1

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Modification History

Release 1. Unit code changed. Unit title changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Range of conditions removed. Assessment Requirements changed. Workplace outcome has changed. Supersedes and is not equivalent to MSS403010 Facilitate change in an organisation implementing competitive systems and practices.

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:

- plan for, and assist in, implementation of at least one change related to competitive systems and practices
- identify at least 2 change implementation issues and take action according to scope of authority.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- application of competitive systems and practices to:
 - customer pull and flow
 - customer value
 - continuous improvement
 - muda
 - agile
- features of competitive operational practices being used in own work area
- methods of gathering data against key performance indicators (KPIs)
- work, health and safety (WHS) and environment principles and requirements for area of responsibility
- levels of autonomy and decision-making parameters
- organisation's change implementation procedures
- planning and implementation strategies
- change issues within vs beyond scope of authority and appropriate actions
- underpinning values relevant to competitive systems and practices including:
 - respect for people
 - respect for process
 - transparency and culture of learning
- techniques to encourage input to and engagement with change

- approaches to supporting team members to adapt to change
- possible skills and/or other development needs in relation to competitive operational practices being used in work area and options to address them
- employee assistance mechanisms within organisation.

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,
- modelling of industry operating conditions, including:
 - functioning competitive systems and practices environment.

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>