



Australian Government

Assessment Requirements for MSS403014 Facilitate team engagement with competitive systems and practices

Release: 1

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Modification History

Release 1. Unit code changed. Unit title changed. Application changed. Performance Criteria changed. Foundation Skills populated. Range of Conditions removed. Assessment Requirements changed. Workplace outcome has changed. Supersedes and is not equivalent to MSS403011 Facilitate implementation of 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:

- facilitate processes, with a team or work group of at least 2 other people, to develop skills and knowledge in, and commitment to, one or more competitive systems and practices
- guide and assist a team or work group of at least 2 other people to apply a structured approach to plan, implement and monitor at least 2 improvements to efficiency and/or waste.

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
- structured approaches to planning, implementing and monitoring improvements including at least one of:
 - Plan, do check act (PDCA)
 - Plan, do, study. Act (PDSA)
 - Define, measure, analyse, improve, control (DMAIC)
 - similar structured approach being used by the organisation
- features of competitive systems and practices being used in own work area
- methods of gathering data against key performance indicators (KPIs)
- technology-based monitoring and data gathering systems in work area
- facilitation techniques to encourage work group engagement and contribution
- techniques to promote a safe respectful environment for communication and learning
- methods of building people's skills, understanding, capabilities, confidence
- methods of identifying skills and/or other development needs in a competitive systems and practices environment

- options to address skills and/or other development needs
- features of and techniques for providing mentoring support
- underpinning values relevant to competitive systems and practices including:
 - respect for people
 - respect for process
 - transparency and culture of learning.

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>