



Australian Government

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.

Application

This unit describes the skills and knowledge required to facilitate, lead and mentor others in the implementation of competitive systems and practices using a structured approach to planning, implementing and monitoring improvements.

This unit applies to senior staff, team leaders, managers or others who have been given the responsibility to assist members of a team, work group or section to understand their role in competitive systems and practices and to commit to a competitive systems and practices approach to work.

This unit applies to any organisation that is implementing competitive systems and practices.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil

Competency Field

Competitive systems and practices

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Facilitate the development of process and competitive systems and practices knowledge	1.1 Ensure technical documentation and information about process and competitive systems and practices is available 1.2 Assist and mentor team or work group to access and understand information in relation to work area 1.3 Identify work activities which may inhibit the ongoing development of skills and knowledge in competitive systems and practices

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	1.4 Recognise skills and/or other development needs for team or work group to work with process and competitive systems and practices 1.5 Provide mentoring and/or initiate other support to address identified needs 1.6 Encourage and assist others to apply technical knowledge to improvement process
2. Facilitate commitment to efficiency improvements	2.1 Source information on available resources, operating procedures and KPIs and provide to team or work group 2.2 Assist team or work group to apply this information to work responsibilities 2.3 Support and encourage team or work group to identify waste and suggest possible improvements 2.4 Facilitate open and respectful discussion of suggestions in order to develop improvement options 2.5 Guide and assist team or work group to apply data gathering and monitoring systems
3. Encourage a competitive systems and practices approach to work	3.1 Encourage and develop communication between specialists and team or work group members to support improvements 3.2 Lead development of strategies to monitor and deal with identified waste issues 3.3 Resource and encourage team or work group to identify and act on potential problems within their scope of responsibility 3.4 Model and promote a safe and respectful environment for communications and learning 3.5 Recognise own needs for skills and/or other development to better engage, guide and assist others and initiate action to address needs 3.6 Guide and assist team or work group to identify how problems relate to other processes or work areas and to develop improvement suggestions
4. Implement process and organisation improvements	4.1 Plan implementation of team or work group suggestions and externally suggested improvements 4.2 Facilitate commitment to, and involvement in, planning implementation of improvements and following improvements to their conclusion 4.3 Guide and assist team or work group to apply a structured approach

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	to planning, implementing and monitoring improvements 4.4 Involve team or work group and other key personnel in identifying skills and/or other development needs for continued contribution to improvement processes 4.5 Take or initiate action to address identified needs

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Reading skills to interpret and explain workplace documentation, competitive systems and practices
- Oral communication skills to facilitate understanding and commitment, identify skill development needs, facilitate communication between stakeholders
- Numeracy skills to interpret and explain resource allocations, KPIs and data
- Learning skills to recognise and initiate action on own skills and/or other development needs.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

No equivalent unit.

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 MSS403014 Facilitate team engagement with competitive systems and practices

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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.

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