



Australian Government

Assessment Requirements for MSS403039 Facilitate and improve 5S in an office

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSS403039A Facilitate and improve 5S in an office

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, in one (1) or more allocated areas, to:

- identify the scope of the services and/or functions supplied by the office and the deliverables expected by customers
- facilitate a systematic approach to identifying and reducing office waste (muda) in work areas
- lead and motivate others in achieving 5S outcomes and make improvements to the 5S systems
- set up systems for monitoring and improving 5S implementation in an office
- manage non-conformances in implementation of 5S.

Knowledge Evidence

Must provide evidence that demonstrates knowledge relevant to their job role sufficient to fulfil their job role independently, including:

- principles and purpose of 5S
- types of office waste (muda)
- methods of identifying waste in the work area, such as:
 - waste walk
 - document tagging
 - tracking/log sheets
 - spaghetti diagrams
- monitoring and data gathering systems used by organisation, such as:
 - customer relationship management (CRM) database
 - accounting packages
 - business intelligence
 - other office process-related database programs and proprietary systems
- methods of identifying and evaluating options
- work health and safety (WHS) requirements relevant to the target work areas
- principles of efficient workplace 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 focussing 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 the implementation of 5S procedures in an office setting where 5S has not previously been undertaken, or, demonstration of improving 5S application in an office that has already undergone prior 5S procedures
 - 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.

Links

Companion Volume implementation guides are found in VETNet -

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