



Australian Government

MSS403053 Map an operational process

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance criteria changed. Range of conditions removed. Assessment requirements changed. Supersedes and is equivalent to MSS403033 Map an operational process.

Application

This unit describes the skills and knowledge required to identify and visually document the sequence and interactions of related steps, activities or tasks that make up an individual operational process, from beginning to end.

For the purposes of this unit, an operational process is a group of structured and identifiable activities that contribute to delivering a specified and measurable result, such as a product, deliverable or service.

The process mapping may be done for a number of purposes, including identifying the scope and purpose of a process, identifying opportunities for improvement using other competitive systems and practices techniques, or increasing the knowledge and engagement of others with the process. The specific aspects to focus on in the mapping should align to the goal or reason for the mapping.

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

Unit Sector

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. Define scope of the process map	1.1	Identify the purpose for the process mapping
	1.2	Define the boundaries of the process to be mapped

	1.3	Identify process stakeholders to participate in the mapping
	1.4	Identify the aspects to be mapped
	1.5	Select a process mapping technique
	1.6	Identify sources of information to populate and validate the process map
2. Map the process	2.1	Liaise with process stakeholders to discuss and identify steps in the process
	2.2	Rank information gained about process steps into critical, important and optional steps
	2.3	Document the agreed process steps using the selected process mapping technique
	2.4	Document the aspects being mapped using the selected process mapping technique and show how they relate to the steps
	2.5	Validate steps and techniques with internal or external sources of information
3. Apply the map	3.1	Analyse the process map to ensure that it is fit for its intended purpose
	3.2	Identify further changes needed to the process map as a result of the analysis
	3.3	Validate changes and finalise process map

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

Supersedes and is equivalent to MSS403033 Map an operational process.

Links

The MSS Sustainability Companion Volume Implementation Guides are available from VETNet: -

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

Assessment Requirements for MSS403053 Map an operational process

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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:

- mapped at least 1 operational process.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- purposes of process mapping
- methods of process mapping, including use of software
- implications of including or excluding specific activities and people from the mapping process
- customer requirements
- methods of identifying and evaluating options
- analysis and validation of process maps.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions, contingencies, facilities, equipment and resources.

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

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