



Australian Government

MSS405027 Facilitate a competitive systems and practice culture in an organisation

Release: 1

MSS405027 Facilitate a competitive systems and practice culture in an organisation

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 changed. Supersedes and is not equivalent to MSS405013 Facilitate holistic culture improvement in an organisation.

Application

This unit describes the skills and knowledge required to improve the alignment of organisational culture with competitive systems and practices.

This unit applies to team leaders, supervisors, managers, technical specialists or similar roles who are responsible for fostering acceptance of and commitment to competitive systems and practices and the application of values and practices that support the competitive systems and practices approach of the organisation.

This unit applies to any organisation 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.

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 understanding of and engagement with competitive systems and practices strategy	1.1 Review available information and liaise with key stakeholders to identify organisation's competitive systems and practices strategy and underpinning values 1.2 Provide information and facilitate discussions with stakeholders across areas and levels of organisation on competitive systems and practices strategy 1.3 Communicate objectives, values and benefits of competitive systems and practices strategy using communication styles, methods and media to suit a range of audiences 1.4 Communicate characteristics of techniques and tools to be used in

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	strategy 1.5 Identify and take action to address barriers that may inhibit strategy 1.6 Facilitate understanding and application of systems thinking and continual improvement across work activities 1.7 Facilitate development of collaborative and participative work structures 1.8 Facilitate transfer of information between levels and areas of organisation 1.9 Set targets and establish mechanisms to measure understanding of and engagement with strategy
2. Facilitate application of knowledge about variation and ways to improve the operational processes	2.1 Facilitate understanding of and commitment to enterprise data collection procedures 2.2 Facilitate and guide identification of variation in processes 2.3 Facilitate review of processes and development of ideas to reduce variation 2.4 Facilitate and guide development of processes to build in quality and eliminate need for end of process inspection
3. Facilitate development and application of knowledge, skills and values	3.1 Consult with employees and other key stakeholders to identify skill and other development needs 3.2 Develop and oversee implementation of strategies to address identified needs 3.3 Determine key performance indicators (KPIs) relevant to identifying and addressing skills and other development needs 3.4 Review performance against KPIs and adjust processes to address areas of poor performance 3.5 Model and facilitate communications based on respect for people and recognition of team expertise 3.6 Model and promote culture of learning, curiosity and self-improvement
4. Facilitate development of support within the organisation for competitive systems and practices	4.1 Liaise with key stakeholders to facilitate allocation of resources and equipment to meet requirements of competitive systems and practices strategy 4.2 Encourage employee acceptance of change 4.3 Promote workers' understanding of their role, responsibilities and

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	contribution within system 4.4 Monitor performance, feedback and other communications to identify areas of poor understanding or application of competitive systems and practices strategy and/or values 4.5 Liaise with key stakeholders to determine causes of and recommend solutions for identified issues

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 complex workplace documentation
- Writing skills to communicate with a range of audiences
- Oral communication skills to facilitate engagement and participation
- Numeracy skills to determine and monitor KPIs.

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

Unit Mapping Information

Release 1. 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 MSS405027 Facilitate a competitive systems and practice culture in an organisation

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 changed. Supersedes and is not equivalent to MSS405013 Facilitate holistic culture improvement in an organisation.

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 improvements in organisational culture that support competitive systems and practices for at least one organisation, department, section or equivalent.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- competitive systems and practices tools relevant to the organisation and processes, their features and benefits
- systems approach and considerations
- underpinning values relevant to competitive systems and practices including at least 5 of:
 - respect for people
 - respect for process
 - empowered teams and devolved decision making and/or strategy deployment
 - transparency and culture of learning
 - creation of value and customer perceived value
 - go and see and/or go to the source decision making
 - rapid cycle or iterative development
 - empirical development
- types of work structures, systems and mechanisms that can support or prevent application of organisational values and culture
- 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
- techniques for measuring understanding, support and culture improvements
- techniques to encourage employee commitment to, and responsibility for, organisational culture and values

- operational processes
- techniques to support change management
- 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
- communication styles, methods and media to suit a range of audiences
- persuasion and influence techniques
- types of structural, personal, cultural barriers that may affect implementation of competitive systems and practices
- techniques to address barriers and support engagement and participation.
- employee assistance available to facilitate coping with change.
-

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>