



Australian Government

MSS405062 Develop a documentation control strategy for an organisation

Release: 1

MSS405062 Develop a documentation control strategy for an organisation

Modification History

Release 1. Supersedes and is equivalent to MSS405062A Develop a documentation control strategy for an organisation

Application

This unit of competency covers the skills and knowledge required to develop and implement a documentation control strategy for an organisation implementing a competitive systems and practices strategy or which is part of the value stream for such an organisation. The documentation control strategy might be needed to comply with AS/NZS ISO 9000:2016 Quality management systems - Fundamentals and vocabulary or other reasons.

This unit applies to an individual (who may be a manager, technical specialist or other person) in an organisation who is required to develop and/or improve a system to ensure operations and related supporting documents are controlled in a manner which is appropriate for their use in the organisation.

This unit primarily requires the application of problem solving, initiative and enterprise, and planning and organising skills associated with developing effective documentation strategies. This work is done in the context of using computer technology and also requires aspects of self-management and learning to ensure improvement of own performance.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Competitive systems and practices

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|---|---------------------|-----|--|
| 1 | Identify and | 1.1 | Identify an appropriate working group of stakeholders. |
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| obtain agreement to document management procedures and standards | 1.2 | Agree on purpose and scope of document management standards, including interaction with production, maintenance, logistics, sales and marketing systems. |
| | 1.3 | Identify any relevant external standards, requirements and conventions. |
| | 1.4 | Agree on document control, tracking, updating and storage processes. |
| | 1.5 | Prepare document management processes and standards and circulate to relevant stakeholders. |
| | 1.6 | Negotiate any variations. |
| 2 Determine document style, standards and conventions | 2.1 | Consider potential document styles. |
| | 2.2 | Agree on document conventions and layout. |
| | 2.3 | Agree on standard symbols, abbreviations and similar. |
| | 2.4 | Produce a style sheet, document model or template, as appropriate. |
| | 2.5 | Check document style conforms to document management standards. |
| | 2.6 | Circulate to relevant stakeholders and negotiate any variations. |
| 3 Implement document control strategy | 3.1 | Develop a document control strategy and procedures, including arrangements for ongoing review of strategy. |
| | 3.2 | Establish mechanisms to check documents conform to the control strategy. |
| | 3.3 | Arrange for appropriate staff development. |
| | 3.4 | Monitor implementation of document control strategy. |
| | 3.5 | Make improvements to the documentation control strategy, as appropriate. |

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

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

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

- Competitive systems and practices include one or more of:**
- lean operations
 - agile operations
 - preventative and predictive maintenance approaches
 - statistical process control systems, including six sigma and three sigma
 - Just in Time (JIT), kanban and other pull-related operations control systems
 - supply, value, and demand chain monitoring and analysis
 - 5S
 - continuous improvement (kaizen)
 - breakthrough improvement (kaizen blitz)
 - cause/effect diagrams
 - overall equipment effectiveness (OEE)
 - takt time
 - process mapping
 - problem solving
 - run charts
 - standard procedures
 - current reality tree.

- Documents include one or more of:**
- hard copies of documentation, such as correspondence, procedures, contracts, agreements, specifications, production and other records, manuals and other reference materials
 - computer files, including word processed files, emails, databases and spreadsheets
 - technical drawings both hard copy or computer-aided design (CAD) files.

- Document control**
- authoring control

strategy includes procedures for one or more of:

- version control
- access and distribution
- review and revision
- storage and archiving
- access and security
- approval for and means of destruction.

Archiving of documentation includes one or more of:

- compliance with legislative or regulatory requirements, and/or with organisational policy
- an indexing system that specifies the period for which the document is to be retained
- compliance with relevant requirements regarding physical storage and security.

External standards, requirements and conventions include one or more of:

- *AS/NZS ISO 9000:2016 Quality management systems - Fundamentals and vocabulary* requirements
- AGPS Style manual
- engineering and other technical standards
- drawing standards
- organisational style/marketing guides
- documentation requirements of suppliers, customers and regulatory agencies.

Unit Mapping Information

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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 MSS405062 Develop a documentation control strategy for an organisation

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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, across an organisation or department/section, to:

- identify and establish organisation goals and requirements for document control
- access and use relevant external standards, requirements and conventions to determine implications for document control strategy
- produce document control guidelines and procedures and verify for accuracy and suitability for application across organisation.

Knowledge Evidence

Must provide evidence that demonstrates sufficient knowledge to interact with relevant personnel and be able to develop and/or improve a documentation control strategy, including knowledge of:

- needs of the organisation and its individuals
- word processing, spreadsheet, database, drawing and other software capable of producing files and documentation
- types of documentation used in organisations
- version and distribution control systems
- archiving systems
- document destruction systems
- legislative and regulatory requirements associated with documentation relevant to the 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 is best done from a report and/or folio of evidence drawn from:
 - a single project which provides sufficient evidence of the requirements of all the elements and performance criteria
 - multiple smaller projects which together provide sufficient evidence of the requirements of all the elements and performance criteria.

- A third-party report, or similar, may be needed to testify to the work done by the individual, particularly when the project has been done as part of a project team.
- Assessment should use a real project where the development and/or improvement of a documentation control strategy occurs in an operational workplace.
- Knowledge evidence may be collected concurrently with performance evidence 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.

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