



**Australian Government**

# **Assessment Requirements for MSS405078 Lead and manage people within competitive systems and practices**

**Release: 1**

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## **Modification History**

Release 1. Unit code changed. Unit title 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 MSS405084 Manage people relationships.

## **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:

- lead and support flow of communications across levels and areas of the organisation to identify and resolve at least 2 issues affecting the implementation of competitive systems and practices
- take or initiate action to address at least 2 barriers to communication or participation affecting stakeholders.

## **Knowledge Evidence**

There must be evidence the candidate has knowledge of:

- techniques to guide, influence and support respectful communication
- types of structural, personal, cultural barriers that may affect implementation of competitive systems and practices
- coaching, structured programs and other support to address barriers
- role of communication and interpersonal skills in building trust and respect
- personality types and impact on communication and participation in workplace
- leadership and management methods that support the values of competitive systems and practices
- techniques to facilitate agreement across levels and areas of the organisation
- formal mechanisms and visual devices to support communication
- employee assistance mechanisms in the organisation
- methods of determining own skill needs and developing skills
- underpinning values relevant to competitive systems and practices including:
  - respect for people
  - respect for process
  - transparency and culture of learning
  - creation of value and customer perceived value
  - empowered teams and devolved decision-making and/or strategy deployment
  - go and see and/or go to the source decision-making.

## 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>