



Australian Government

Assessment Requirements for MSS407007 Respond to a major non-conformance

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSS407007A Respond to a major non-conformance

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 to respond to one (1) or more simulated/'war gamed' major non-conformances and to:

- define the nature and extent of the non-conformance (from the information provided as part of the simulation)
- develop an appropriate, prioritised set of responses
- collect and disseminate relevant information to the stakeholders
- implement the response(s) to the non-conformance
- develop and simulate the implementation of a recovery plan
- debrief, capture learnings and make recommendations for improvements to responses.

Knowledge Evidence

Must provide evidence that demonstrates sufficient knowledge to interact with relevant personnel and be able to respond to a major non-conformance, including knowledge of:

- identification of non-conformances and their consequences
- prioritisation of business impacts based on key indicators, such as such as effect on error rates and defects, loss of or delay in supply of materials or components, loss or severe restriction of process capability, loss of transport from or to operational centre or process facility, unplanned increases in costs of materials or services, increases in the cost of finance/capital, and sudden change in regulatory requirements
- prioritisation of responses based on business and customer needs, such as customer requirements, the philosophies and strategies of the organisation, HSE requirements, delivery, statutory and contractual requirements
- negotiation methods
- dealing with stress.

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.
- Assessment should use a simulated major non-conformance based on real/realistic incidents which have occurred in that or other industries. Assessment should be run using a 'war gaming' model where the simulated non-conformance has a defined start and additional information becomes available as the exercise progresses. This may be a 'desk top' exercise and is best run with the team of individuals who would need to respond and may occur in an 'incident room' or could be run using digital communication and information. The incident should be progressively elaborated as the exercise progresses, and may, or may not be completed within one day.
- 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.

Links

Companion Volume implementation guides are found in VETNet -

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