



Australian Government

Assessment Requirements for MSS407020 Undertake a qualitative review of a process change

Release: 1

Assessment Requirements for MSS407020 Undertake a qualitative review of a process change

Modification History

Release 1. Unit code changed. Application changed. Performance criteria changed. Range of conditions removed. Assessment requirements changed. Supersedes and is equivalent to MSS407005 Undertake a qualitative review of a process change.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- undertaken at least 1 qualitative review of a process change or group of changes to determine consequences and effectiveness and identify future improvements.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- qualitative research techniques, including surveys, interviews, walking around (gemba walk), structured and unstructured interviews, formal and informal interviews, review of organisation records, review of process history
- trends and causal relationships
- influence, persuasion and negotiation techniques
- kaizen and kaizen blitz processes
- communication techniques
- report and presentations techniques.

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.

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>