



Australian Government

Assessment Requirements for MSS407021 Respond to a major non-conformance

Release: 1

Assessment Requirements for MSS407021 Respond to a major non-conformance

Modification History

Release 1. Unit code changed. Application changed. Performance criteria changed. Range of conditions removed. Assessment requirements changed. Supersedes and is equivalent to MSS407007 Respond to a major non-conformance.

Performance Evidence

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

- responded to at least 1 of the following major non-conformances:
 - breakdown of critical plant or equipment
 - commercial or legal problem which affects the ability to produce to requirements
 - excessive absences of key personnel due to illness or transport breakdown
 - failure of the transport system to make deliveries to customers or from suppliers
 - failure to receive a delivery
 - major incident
 - loss of containment
 - major supply shortage or price increase
 - problem in the process which fails to produce product or only produces non-conforming product
 - receiving a delivery that is out of specification
 - security situation preventing key personnel from performing their duties and deliveries being made.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- types of non-conformances and their consequences
- principles of ecological, economic and social sustainability
- prioritisation of business impacts based on key indicators, including:
 - 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 and capital
 - sudden change in regulatory requirements

- prioritisation of responses based on business and customer needs, including:
 - customer requirements
 - the philosophies and strategies of the organisation
 - health, safety, environment (HSE) requirements
 - delivery, statutory and contractual requirements
- negotiation methods
- stress management 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>