



Australian Government

Assessment Requirements for MSS407025 Build internal relationships to support competitive systems and practices

Release: 1

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Modification History

Release 1. Unit code changed. Unit title changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Workplace outcome changed. Supersedes and is not equivalent to MSS407015 Build relationships between teams in an operations environment.

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:

- facilitate processes to identify and implement at least one improvement to cooperation and at least one solution to tension, conflict or competition including both:
 - within a team of at least 4 people
 - between teams, where each team comprises at least 4 people.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- underpinning values relevant to competitive systems and practices including:
 - respect for people
 - respect for process
 - empowered teams and devolved decision making and/or strategy deployment
 - transparency and culture of learning
 - go and see and/or go to the source decision making
 - creation of value and customer perceived value
 - rapid cycle or iterative development
 - empirical development
- techniques to facilitate communications and agreement across levels and areas of the organisation
- types of structural, personal, cultural barriers that may affect participation in communications
- techniques to address barriers and support engagement and participation
- leadership and management methods that support the values of competitive systems and practices
- competitive systems and practices principles, strategies and techniques being implemented by organisation
- organisational goals, values, products and processes
- types of KPIs, their applications, impact on behaviour limitations

- communication formats, styles, methods and media to suit a range of audiences and functions
- continuous improvement (kaizen) processes
- process mapping, communication and information mapping and interactions mapping.
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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>