



Australian Government

Assessment Requirements for MSS407030 Manage benchmarking studies

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance Criteria changed. Foundation Skills populated. Range of Conditions removed. Assessment Requirements changed. Supersedes and is equivalent to MSS407011 Manage benchmarking studies.

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:

- develop and implement at least one benchmarking study and applied results to implement at least one improvement
- identify and initiate action on at least one improvement to benchmarking processes.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- benchmarking methodologies and protocols
- interpretation of data
- key variables indicating the organisation's performance
- legal and ethical, intellectual property issues with benchmarking and obtaining and using data
- performance vs. process benchmarking
- criterion referenced vs. normative referenced vs qualitative benchmarking
- measurable data vs. useful information
- validity and validation of benchmarking data
- application of benchmarking to balanced Scorecard approaches
- communication styles, methods and media to suit a range of audiences.

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.

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>