



Australian Government

Assessment Requirements for MSS407034 Respond to a major non-conformance

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Supersedes and is equivalent to MSS407021 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 demonstrated the ability to:

- lead a response, involving at least 5 people, to one 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 unexpected event
 - 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 produces only non-conforming product
 - receiving a delivery that is out of specification
 - security situation preventing key personnel from performing their duties and/or deliveries being made.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- types of non-conformances common to the industry and potential business and sustainability impacts
- principles of ecological, economic and social sustainability
- determining and prioritising impacts of non-conformances based on analysis of key indicators
- prioritisation of responses to non-conformances 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
- formal and informal negotiation techniques and their application in highly varied and/or highly specialised contexts and under pressure from time or other constraints
- role of information and communications in addressing non-conformances
- communication formats, styles, methods and media to suit a range of audiences and functions
- debriefing aims and techniques relevant to non-conformances common to the industry
- internal and external assistance available to personnel after critical incidents, unexpected events or other significant stressors.

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:
 - contingencies
 - time pressures.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume Implementation Guides are available from VETNet --

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