



Australian Government

MSS408005 Develop knowledge systems and learning processes for an organisation

Release: 1

MSS408005 Develop knowledge systems and learning processes for an organisation

Modification History

Release 1. Supersedes and is equivalent to MSS408005A Develop the learning processes of the operations organisation

Application

This unit of competency covers the skills and knowledge required to ensure that knowledge relevant to performance improvement and the meeting of customer requirements is gathered, applied and retained by the organisation and individuals. This unit focuses on the processes in an organisation for extracting learning as it appears, capturing it in a manner which makes it available for future use and applying it to work.

The unit is intended for managers and people with a similar sphere of influence and scope of authority and responsibility who are familiar with competitive systems and practices and workplace learning.

This unit may also be applied to service organisations applying competitive systems and practices principles.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Competitive systems and practices

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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| 1 | Identify processes generating new knowledge | 1.1 | Identify any existing systems for organisational learning. |
| | | 1.2 | Encourage the open discussion of current performance and problems. |

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| | | 1.3 | Facilitate consensus problem solving. |
| | | 1.4 | Ensure both qualitative and quantitative knowledge are captured. |
| | | 1.5 | Validate findings with relevant managers. |
| 2 | Develop knowledge capture and retrieval systems | 2.1 | Obtain required approvals. |
| | | 2.2 | Provide useable systems for recording of problems, causes and solutions. |
| | | 2.3 | Facilitate the extraction of knowledge from records. |
| | | 2.4 | Ensure all project work captures generated knowledge. |
| | | 2.5 | Ensure knowledge is in a form able to be applied by the organisation and its personnel. |
| | | 2.6 | Develop knowledge storage and retrieval systems. |
| | | 2.7 | Monitor knowledge capture system use and suitability. |
| 3 | Improve the application of organisational knowledge | 3.1 | Ensure knowledge is distributed to and available where needed. |
| | | 3.2 | Ensure knowledge system is part of standard procedures and practices. |
| | | 3.3 | Encourage the routine use of the knowledge system. |
| | | 3.4 | Facilitate open discussion of knowledge and knowledge system. |
| | | 3.5 | Identify inhibitors to greater use of knowledge. |
| | | 3.6 | Take actions to improve application of organisational knowledge. |
| 4 | Evaluate and improve learning processes | 4.1 | Review use of knowledge system. |
| | | 4.2 | Evaluate benefits obtained from knowledge system. |
| | | 4.3 | Identify areas where the knowledge system is not being |

fully utilised.

- 4.4 Identify areas where greater benefits could be obtained from the knowledge system.
- 4.5 Discuss areas of possible improvements with relevant managers and other stakeholders.
- 4.6 Develop consensus improvement plans for the knowledge system.
- 4.7 Obtain required approvals.
- 4.8 Train personnel, as required, to improve use.
- 4.9 Implement improvement plans.

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

- Competitive systems and practices include one or more of:**
- lean operations
 - agile operations
 - preventative and predictive maintenance approaches
 - statistical process control systems, including six sigma and three sigma
 - Just in Time (JIT), kanban and other pull-related operations control systems
 - supply, value, and demand chain monitoring and analysis
 - 5S
 - continuous improvement (kaizen)
 - breakthrough improvement (kaizen blitz)
 - cause/effect diagrams
 - overall equipment effectiveness (OEE)

- takt time
- process mapping
- problem solving
- run charts
- standard procedures
- current reality tree.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS408005A Develop the learning processes of the operations organisation

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for MSS408005 Develop knowledge systems and learning processes for an organisation

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include the ability, across an organisation or department/section, to:

- review knowledge system and learning process across the organisation
- relate learning processes to implementation of competitive systems and practices
- identify components of current knowledge system that require improvement
- develop improvements to current knowledge/learning system, including setting of system metrics
- manage implementation of improvements.

Knowledge Evidence

Must provide evidence that demonstrates sufficient knowledge to interact with relevant personnel and be able to develop knowledge systems and learning processes, including knowledge of:

- competitive systems and practices principles and tools
- organisational goals strategies, operations and processes
- approval processes within organisation
- cost/benefit analysis methods
- methods of determining the impact of a change
- communication methods and media for a range of audiences
- customer perception of value
- reward systems
- learning and knowledge management systems.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence shall be based on a holistic assessment of the evidence.
- The collection of performance evidence is best done from a report and/or folio of evidence drawn from:
 - a single project which provides sufficient evidence of the requirements of all the elements and performance criteria

- multiple smaller projects which together provide sufficient evidence of the requirements of all the elements and performance criteria.
- A third-party report, or similar, may be needed to testify to the work done by the individual, particularly when the project has been done as part of a project team.
- Assessment should use a real project where knowledge relevant to performance improvement and the meeting of customer requirements is gathered, applied and retained in an operational workplace.
- Knowledge evidence may be collected concurrently with performance evidence or through an independent process such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competency and currency.
- Technical competence can be demonstrated through:
 - relevant VET or other qualification/Statement of Attainment AND/OR
 - relevant workplace experience
- Currency can be demonstrated through:
 - performing the competency being assessed as part of current employment OR
 - having consulted with an organisation providing relevant environmental monitoring, management or technology services about performing the competency being assessed within the last twelve months.

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