



Australian Government

MSS408011 Develop knowledge systems and learning processes for an organisation

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Range of Conditions removed. Assessment Requirements changed. Workplace outcome changed. Supersedes and is not equivalent to MSS408005 Develop the learning processes of the operations organisation and MSS407008 Capture learning from daily activities in an organisation.

Application

This unit describes the skills and knowledge required to develop systems to ensure that knowledge relevant to performance improvement and meeting customer requirements is gathered, applied and retained by the organisation.

This unit applies to managers, leaders or similar roles with influence, authority and responsibility to develop and refine the organisation's systems and procedures. The individual will lead and facilitate processes to develop (improve) systems to capture and verify organisational knowledge and to share and standardise the knowledge to support competitive systems and practices.

This unit applies to any organisation that is implementing competitive systems and practices.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil

Competency Field

Competitive systems and practices

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify processes generating new knowledge	1.1 Identify existing systems and/or processes for organisational learning and knowledge management 1.2 Facilitate respectful discussion of current performance and problems with stakeholders across levels and areas of organisation to determine

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	knowledge 1.3 Determine knowledge generation from routine operations, communications, projects and problem solving 1.4 Consult with operational employees, managers and technical specialists to identify other sources of organisational knowledge 1.5 Review qualitative and quantitative data and information to determine knowledge 1.6 Validate findings with key stakeholders
2. Develop knowledge capture and retrieval systems	2.1 Liaise with leadership team to confirm approvals, resources and decision making delegations 2.2 Oversee development of systems for identifying and recording knowledge 2.3 Facilitate extraction of knowledge from records 2.4 Develop processes for analysis, verification and operationalisation of knowledge to support organisation's competitive systems and practices approach 2.5 Source or develop knowledge storage and retrieval systems to enable ongoing access to and updating of knowledge 2.6 Oversee development of procedures and mechanisms to institutionalise knowledge capture
3. Facilitate application of organisational knowledge	3.1 Facilitate allocation of resources and organisational support for learning 3.2 Facilitate development of information and communication methods to promote engagement with knowledge system 3.3 Provide information and assistance to stakeholders to enable them to access knowledge and apply learning 3.4 Communicate across levels and areas of organisation using appropriate language, style and methods 3.5 Consult with operational, technical and management personnel to identify barriers to accessing and/or applying learning and develop solutions
4. Evaluate and improve learning processes	4.1 Review use of knowledge system to identify areas where knowledge system is not being fully utilised 4.2 Evaluate benefits obtained from knowledge system and identify

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	areas where greater benefits could be obtained from knowledge system 4.3 Consult with operational employees, managers and technical specialists to determine improvements to systems 4.4 Determine skills and/or other development needed to improve effectiveness of knowledge systems and/or application of learning 4.5 Liaise with stakeholders to identify improvements to methods for institutionalising knowledge and learning 4.6 Oversee implementation of improvements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Reading skills to interpret complex workplace documentation
- Writing skills to record knowledge and provide information to suit a range of audiences
- Oral communication skills to consult with a range of stakeholders
- Numeracy skills to interpret performance data.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

Release 1. No equivalent unit.

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 MSS408011 Develop knowledge systems and learning processes for an organisation

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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 knowledge systems and learning processes across at least one organisation or at least 2 sections or departments of an organisation.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- competitive systems and practices principles and tools
- organisational goals, strategies, operations and processes
- techniques to promote a safe respectful environment for communication and learning
- techniques to facilitate communications and agreement across levels and areas of the organisation
- communication styles, methods and media to suit a range of audiences
- 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
- methods of determining the impact of a change
- purpose and principles of learning and knowledge management systems
- methods of capture, verification, operationalisation and institutionalisation of organisational knowledge.

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.

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