



Australian Government

Assessment Requirements for MSS408012 Develop problem solving capability of an organisation

Release: 1

Assessment Requirements for MSS408012 Develop problem solving capability of an organisation

Modification History

Release 1. Unit code changed. Application changed. Performance Criteria changed. Foundation Skills populated. Range of Conditions removed. Assessment Requirements changed. Workplace outcome changed. Supersedes and is not equivalent to MSS408007 Develop problem solving capability of an organisation.

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 problem solving capability of at least one organisation or a department or section of an organisation.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- competitive systems and practices at both a strategic and tools level
- organisational strategy and vision
- approaches to problem identification, definition and quantification
- benefits and limitations of common problem solving methodologies
- value stream and value as defined by the organisation's customers
- approaches to tracking and reporting problem solving
- identifying and quantifying desired outcomes from improved problem solving capability
- 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
 - transparency and culture of learning
 - creation of value and customer perceived value
 - empowered teams and devolved decision making and/or strategy deployment
 - go and see and/or go to the source decision making
 - rapid cycle or iterative development
 - empirical development.
-

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>