



Australian Government

MSTGN5005 Provide global operations support

Release: 1

MSTGN5005 Provide global operations support

Modification History

Release 1. Supersedes and is equivalent to LMTGN5005A Provide global operations support

Application

This unit of competency covers the skills and knowledge required to provide support to local and international production and marketing operations in a textiles, clothing and footwear (TCF) enterprise operating in local, national and global contexts.

This unit of competency is applicable to all sectors of the TCF industry.

The unit of competency applies to global production and/or marketing operations where judgement may be required in planning and selecting appropriate processes or procedures for self and others within routine and non-routine situations. Work may be conducted in a large scale production or small business situation in a TCF sector and in a variety of environments, including operational workplace activities, restricted space, hazardous, controlled or exposed conditions.

The unit of competency may apply to daily or production run applications. It includes repetitive production runs, short runs and quick changes.

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

Pre-requisite Unit

Nil

Competency Field

Generic

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.

1 Determine job requirements

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| 1.1 | Follow standard operating procedures (SOPs) |
| 1.2 | Comply with work health and safety (WHS) requirements at all times |

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| | | 1.3 | Use appropriate personal protective equipment (PPE) in accordance with SOPs |
| | | 1.4 | Identify job requirements from specifications, drawings, job sheets or work instructions |
| 2 | Prepare to provide support to global operations | 2.1 | Gather and analyse information on global markets and global production operations in accordance with workplace practices |
| | | 2.2 | Investigate sourcing of equipment, materials and staffing in consultation with overseas contacts |
| | | 2.3 | Check quality standards and safe work practices to ensure compliance |
| | | 2.4 | Make recommendations on production or marketing requirements in accordance with workplace practices |
| | | 2.5 | Organise machine operations, staff and production processes needed for offshore operations, in collaboration with overseas contacts, to meet production requirements |
| 3 | Assist in implementing global production operations and process improvements | 3.1 | Identify, specify and implement requirements for efficient global production, in collaboration with Australian and overseas contacts, and in accordance with workplace practices |
| | | 3.2 | Check compliance of global production operations with specified requirements in collaboration with overseas contacts |
| | | 3.3 | Identify, report, record and investigate non-compliance to determine causes |
| | | 3.4 | Use outcomes of monitoring activities and feedback from overseas production staff to identify and implement actions to prevent or correct non-compliance |
| | | 3.5 | Communicate changes to relevant personnel in a logical and easily understood manner |
| | | 3.6 | Monitor changes to confirm improvement to production efficiency |

4	Review global marketing strategies and policies	4.1	Interpret outcomes of research and analysis of global marketing data and make recommendations on opportunities and strategies
		4.2	Prepare reports on marketing opportunities and strategies and present to relevant persons in the workplace
		4.3	Provide assistance to marketing managers in Australia and overseas to implement global marketing strategies and policies
		4.4	Review feedback on marketing performance in accordance with workplace practices
5	Implement and document improvements to global marketing performance	5.1	Identify opportunities for improvements in global marketing strategies in collaboration with others, and make recommendations to relevant workplace personnel
		5.2	Implement approved improvements to global marketing in accordance with workplace practices
		5.3	Maintain global production and marketing coordination, monitor records and prepare reports, where necessary, in accordance with workplace practices

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.

Workplace procedures include one or more of the following:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- SOPs

- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling
- WHS practices

Australian Standards include:

- the relevant industry or Australian Standards that are current at the time this unit is being undertaken

Organisation systems include, but are not limited to, one or more of the following:

- just in time (JIT)
- value-added modelling (VAM)
- quick response
- quality circles
- team processes
- benchmarking

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a203ec5c-de7d-406b-b3e1-8f1a9b76e92e>

Assessment Requirements for MSTGN5005 Provide global operations support

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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:

- reading and following work instructions, standard operating procedures (SOPs), safe work practices
- applying relevant standards
- identifying sources of equipment, materials and staffing for global production, in consultation with overseas contacts
- organising machine operations, staff and production processes needed for offshore operations, in collaboration with overseas contacts, to meet production requirements
- checking overseas quality standards and safe work practices, and implementing opportunities to prevent or correct non-compliance
- liaising with offshore contacts on production/marketing matters, and identifying and implementing opportunities to improve global marketing strategies and outcomes
- communicating in a logical and easy to understand manner
- interpreting outcomes of research and analysis of global marketing data, and providing assistance to marketing managers in Australia and overseas to implement global marketing strategies and policies
- implementing and documenting improvements to global marketing performance
- maintaining global production and marketing coordination, monitoring records and preparing reports, where necessary, in accordance with workplace practices.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- relevant Australian Standards
- production control and efficiency processes
- quality assurance processes
- production processes
- work health and safety (WHS) and environmental aspects of relevant enterprise activities
- workplace procedures and reporting processes
- international regulations, pricing structures and import/export factors
- production times, quality assurance factors and production/marketing
- global marketing opportunities and improvement strategies

- global production operations and/or marketing arrangements
- relevant WHS legislation, regulatory requirements and codes of practice
- workplace procedures
- report and documentation requirements.

Assessment Conditions

- Assessors must:
 - satisfy the assessor competency requirements that are in place at the time of the assessment, as set by the VET regulator
 - have vocational competency in providing global operations support, at least to the level being assessed, with relevant industry knowledge and experience.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- 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.
- The unit is applicable to all TCF sectors and assessment must ensure it is delivered to suit the industry it is being applied to.

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