



MSS40316 Certificate IV in Competitive Systems and Practices

The aim of “Competitive Systems and Practices” is to establish and maintain a culture of efficiency and continuous improvement within an enterprise - targeting improvements in efficiency, waste reduction, customer service, employee morale and costs.

This qualification provides learners with a systematic process and a range of tools which can be used in combination to target these and other key production or service issues. It will benefit both experienced and emerging managers or supervisors who are involved in process or team management, or who want to develop skills in implementing and managing continuous improvement initiatives in the workplace.

TME’s approach to this training is to work with senior managers to identify specific improvement projects that will provide immediate benefit to the organization, and use these examples as the way to teach both the theory and implementation in a way that participants understand as it relates to their specific work environment

It is ideal (but not essential) that workplace training in this qualification is supported by training line or process workers in a lower level qualification in order to properly understand and contribute to the implementation of improvement initiatives.

Program Outcomes

Participants will;

- ✓ Understand how the application of competitive systems and practices improves performance in the workplace and how it contributes to improving customer satisfaction.
- ✓ Identify and monitor environmentally sustainable work practices.
- ✓ Ensure improvements introduced to the workplace are sustained to prevent regression to former practices, or digression to less efficient practices.
- ✓ Develop or improve team culture and create an environment that encourages application of competitive systems and practices.
- ✓ Gain knowledge of **how** to implement and manage change in the workplace.
- ✓ Analyse operational processes to identify opportunities for improvements.
- ✓ Assist others to use standardised work practices as a basis for continuous improvement.
- ✓ Use structured process improvement tools to solve process and other problems.
- ✓ Mistake-proof operational processes
- ✓ Plan, implement and monitor projects to ensure successful outcomes.

Program Snapshot



Duration

10 - 12 months



Delivery Options

Workplace based (Face to face) classroom delivery.
Blended / Virtual on-line learning also available



Assessment Methods

- Knowledge assessments
- Case studies
- Practical exercises
- Project work
- Evidence portfolios
- On the job observation



Pre-requisites

It is required that learners be employed in a position that allows them to demonstrate application of skills required by the program. Learners will need access to the internet for on-line research and activities.

LLN will be assessed prior to course commencement.



Resources Provided

All learning resources will be provided

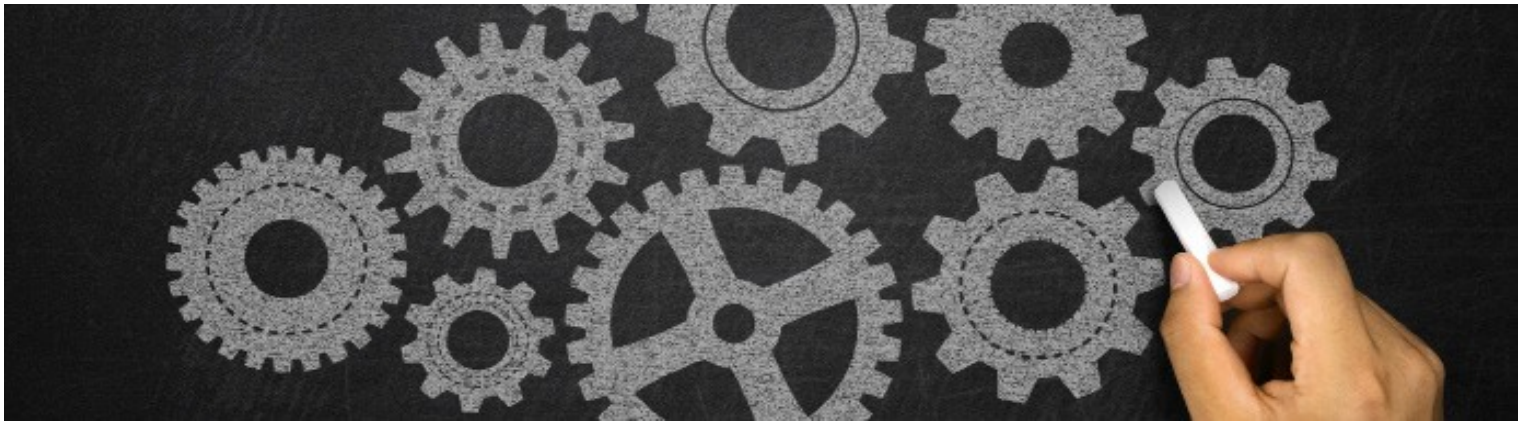


Costs

\$5,000 full fee.

State Government funding may be available for eligible individuals.

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Program Structure

The qualification requires completion of 12 units of competency. A standard selection of appropriate units are shown below, but these are reviewed prior to commencement with each workplace to ensure they provide the best choices for operational and improvement requirements, and the particular learner group.

- *Review competitive systems and practices (MSS403001)*
- *Undertake project work (BSBPMG522)*
- *Use structured problem solving tools (MSMSUP390)*
- *Undertake root cause analysis (MSS402080)*
- *Facilitate change in an organisation implementing competitive systems and practices (MSS403010)*
- *Map an operational process (MSS403053)*
- *Mistake proof an operational process (MSS403087)*
- *Facilitate and improve implementation of 5S (MSS403040)*
- *Implement continuous improvement (BSBMGT403)*
- *Implement and monitor environmentally sustainable work practices (MSMENV472)*
- *Facilitate continuous improvement through the use of standardised procedures and practices (MSS403055)*
- *Ensure process improvements are sustained (MSS403085)*

Induction:

Trainees will be introduced to the course, delivery and assessment methods, and expectations and rights of trainees prior to course commencement.

All trainees are expected to comply with worksite WHS procedures and policies during practical activities. Safety procedures in the classroom will be explained at the commencement of the course.

RPL & Credit Transfer:

Students who believe they have sufficient past experience to demonstrate full competence against particular units may apply for RPL using the forms and processes available from the TME office. Students may apply for credit transfer for any units completed in prior qualifications, including for the elective units.

Funding:

This program may be supported by Victorian State Government funding or subsidised by the NSW Government subject to eligibility. New employees may also be eligible for Commonwealth Government Funding. Contact us to check your eligibility.

Workplace Training:

Programs can be customised to meet individual or workplace requirements.

On the job training and assessment activities are built into our programs to benefit employers and enable learners to develop relevant workplace skills.

We actively tailor training for people from diverse backgrounds, including those with disabilities, and encourage all to apply.

Information in this flyer is current at February 2020 and may be subject to change. Contact us to ensure you have the most current information about this program.