

Recognition of Prior Learning (RPL) Pack

Competency Unit	BSBMGT403A Implement continuous improvement			
Unit Descriptor	<i>This unit of competency This unit describes the performance outcomes, skills and knowledge required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. Frontline managers have an active role in implementing the continuous improvement process to achieve the organisation's objectives. Their position, closely associated with the creation and delivery of products and services, means that they have an important role in influencing the ongoing development of the organisation. At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning and evaluation, and leadership and guidance of others.</i>			
Client Candidate Name	Third Party Employer Representative Name	RTO Assessor Name		
Signature	Signature	Signature		
Date	Date	Date		
Supplementary evidence has been provided for this unit <input type="checkbox"/>		Supervisor <input type="checkbox"/>	Client <input type="checkbox"/>	Colleague <input type="checkbox"/>
			Supplementary evidence has been verified and attached for this unit <input type="checkbox"/>	

Skills and Attitudes Assessment

How am I going to be assessed and what do I need to provide my assessor?	<p>This unit of competency is to be assessed in the workplace or simulated work environment. The following assessment methods are suggested:</p> <ul style="list-style-type: none"> Assessment must ensure: access to appropriate documentation and resources normally used in the workplace. A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: assessment of written reports; direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate; observation of presentations; oral or written questioning to assess knowledge of principles and techniques associated with change management; review of how the organisation's continuous improvement processes was communicated to individuals and teams; review of documentation of work performance. <p>In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.</p>	Self Evaluation Assessment 1	Third Party testimonial Assessment 2	RTO Verification Assessment 3	Notes by Assessor
		Task/s Verified by Candidate	Task/s Verified by Supervisor	Task/s Verified by Assessor	
		Yes No	Yes No	Yes No	

communication skills to: coach and mentor team members; gain the commitment of individuals and teams to continuously improve	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
innovation skills to design better ways of performing work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
taking active steps to implement, monitor and adjust plans, processes and procedures to improve performance.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
supporting others to implement the continuous improvement system/processes, and to identify and report opportunities for further improvement.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
knowledge of principles and techniques associated with continuous improvement systems and processes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manages a number of different tasks within the job.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responds to problems, breakdowns, changes to routine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates a positive attitude and responsibility to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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The following Elements of Competency and Performance Criteria have been assessed in line with the Required Knowledge and Skills and Attitudes outlined Yes No

<p>Implement continuous improvement systems and processes Implement systems to ensure that individuals and teams are actively encouraged and supported to participate in decision making processes, assume responsibility and exercise initiative Communicate the organisation's continuous improvement processes to individuals and teams, and obtain feedback Ensure effective mentoring and coaching allows individuals and teams to implement the organisation's continuous improvement processes</p>	<p>Monitor and review performance Use the organisation's systems and technology to monitor and review progress and to identify ways in which planning and operations could be improved Improve customer service through continuous improvement techniques and processes Formulate and communicate recommendations for adjustments to those who have a role in their development and implementation</p>	<p>Provide opportunities for further improvement Implement processes to ensure that team members are informed of savings and productivity/service improvements in achieving the business plan Document work performance to aid the identification of further opportunities for improvement Manage records, reports and recommendations for improvement within the organisation's systems and processes</p>
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Feedback provided to candidate: Candidate signature:

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Assessment Outcome **Competent** **Not yet competent** **Candidate appeals the outcome** **Yes** **No** **Initials**..... **Details of appeal:**

Provide opportunities for further improvement (Use the following as a guide to your answer)

- **Implement processes to ensure that team members are informed of savings and productivity/service improvements in achieving the business plan**
- **Document work performance to aid the identification of further opportunities for improvement**
- **Manage records, reports and recommendations for improvement within the organisation's systems and processes**

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Initials of Trainer/Assessor_____

Initials of Candidate_____