

<b>Title</b>	<b>Manage people relationships in an organisation using competitive systems and practices</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>15</b>

<b>Purpose</b>	<p>This standard comprises this cover sheet and Australian unit of competency MSS405011A. It is intended for use in industries that use competitive systems and practices.</p> <p>People credited with this standard are able to: confirm organisation competitive systems and practices status; develop an open environment; identify significant issues; proactively resolve issues; and monitor ongoing situation.</p>
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<b>Classification</b>	Manufacturing Skills > Competitive Systems and Practices
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<b>Available grade</b>	Achieved
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### Australian Qualifications Framework Details

<b>Unit of Competency Code</b>	MSS405011A
<b>Unit of Competency Name</b>	Manage people relationships
<b>Developer</b>	Manufacturing Skills Australia (MSA)

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### Explanatory notes

- 1 The Australian unit of competency can be accessed using this link: MSS405011A [Manage people relationships](#). The MSS11 Sustainability Training Package, which contains the Competitive Systems and Practices qualifications, can be downloaded from the National Register for the Vocational Education and Training (VET) Sector website: <https://training.gov.au/Training/Details/MSS11>. This standard has been registered on the New Zealand Qualifications Framework (NZQF) as part of the Mutual Recognition of Vocational Education and Training Qualifications between Australia and New Zealand, and has been endorsed by Competenz.
- 2 Memorandum of Understanding  
MSA the Manufacturing Industry Skills Council are developers of the Sustainability Training Package. A memorandum of understanding has been established between Competenz, and MSA. The memorandum of understanding outlines: the agreement between Competenz and MSA on moderation in New Zealand, the accreditation of providers in New Zealand, and the provision for participation of the New Zealand industry in the review of this competency standard in the future. Further information relating to accreditation and moderation of this standard is outlined in CMR 0013.

- 3 All workplace practices must meet recognised codes of practice, and documented workplace health, safety and environmental procedures (where these exceed the code) for personal, product, workplace health, safety, and environmental matters and the obligations required under current law including the Health and Safety in Employment Act 1992, Resource Management Act 1991, and their subsequent amendments.
- 4 **Definition**  
*Competitive systems and practices* refer to a large range of systems and practice concepts and approaches leading to improved performance in organisations, and may include, but are not limited to lean operations; agile operations; preventative and predictive maintenance approaches; monitoring and data gathering systems, such as Systems Control And Data Acquisition (SCADA) software; Enterprise Resource Planning (ERP) systems; Materials Resource Planning (MRP) and proprietary systems; statistical process control systems, including six sigma and three sigma; Just in Time (JIT); kanban and other pull-related operations control systems; supply, value, and demand chain monitoring and analysis; 5S; continuous improvement (kaizen); breakthrough improvement (kaizen blitz); cause/effect diagrams; overall equipment effectiveness (OEE); takt time; process mapping; problem solving; run charts; standard procedures; current reality tree.

<b>Planned review date</b>	31 December 2020
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	27 September 2005	31 December 2018
Revision	2	16 November 2005	31 December 2018
Revision	3	20 June 2006	31 December 2018
Review	4	21 January 2016	N/A

<b>Consent and Moderation Requirements(CMR) reference</b>	0013
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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**Comments on this standard**

Please contact Competenz at [qualifications@competenz.org.nz](mailto:qualifications@competenz.org.nz) if you wish to suggest changes to the content of this unit standard.