



CATAPULT

BSBFLM309

Support continuous improvement systems and processes

Table of Contents (Extract)

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<https://catapultlearning.com.au/product/BSBFLM309/>

Trainer/assessor guide

BSBFLM309

Support continuous improvement systems and processes

Welcome to this unit of study

This unit describes the skills and knowledge required to support the organisation's continuous improvement systems and processes. Particular emphasis is on actively encouraging the team to participate in the process, monitoring and reporting on specified outcomes and supporting opportunities for further improvements.

It applies to individuals with roles of responsibility who use initiative, organisational and communication skills to influence the ongoing development of the organisation.

At this level, work will normally be carried out within known routines, methods and procedures, and may also involve complex or non-routine activities that require some discretion and judgement.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Contribute to continuous improvement systems and processes	5
Decision-making	5
Communication of processes.....	8
Mentoring and coaching	12
Check your understanding	15
Topic 2: Monitor and report specified outcomes	17
Monitoring progress	17
Continuous improvement techniques	21
Check your understanding	25
Topic 3: Support opportunities for further improvement	27
Communicating recommendations to team members	27
Identifying opportunities for further improvement	30
Maintain records, reports and recommendations	33
Check your understanding	35
References.....	37
Assessment workbook	39
Unit information	41
What is competency-based assessment?.....	42
How will my competency be assessed?	43
Assessment agreement	44
Foundation skills checklist.....	45
Skills recognition.....	46
Topic 1: Contribute to continuous improvement systems and processes	47
Topic 2: Monitor and report specified outcomes	48
Topic 3: Support opportunities for further improvement	49
Knowledge questions	50
Topic 1: Contribute to continuous improvement systems and processes	51
Topic 2: Monitor and report specified outcomes	55
Topic 3: Support opportunities for further improvement	58
Topic 4: Specific knowledge evidence	61
Performance tasks.....	64
Third party evidence collection agreement	65
Topic 1: Contribute to continuous improvement systems and processes	66
Topic 2: Monitor and report specified outcomes	67
Topic 3: Support opportunities for further improvement	69
Completion record.....	71
Unit mapping and assessment checklist	72
Trainer/ assessor user instructions	74

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Contribute to continuous improvement systems and processes
- » Monitor and report specified outcomes
- » Support opportunities for further improvement

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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