



CORPORATE PARTNERS
EXCELLENCE THROUGH PEOPLE AND PROCESS

Corporate Partners Learner Guide

FULL QUALIFICATIONS

MSS30316 Certificate III Competitive Systems and Practices
MSS40316 Certificate IV Competitive Systems and Practices
MSS30316 Certificate III Competitive Systems and Practices – Leadership Stream
MSS40316 Certificate IV Competitive Systems and Practices – Leadership Stream
MSS50316 Diploma of Competitive Systems and Practices
BSB42015 Certificate IV in Leadership and Management
MSM20216 Certificate II Manufacturing Technology
MSM30116 Certificate III in Process Manufacturing
MSM40116 Certificate IV in Process Manufacturing

NATIONALLY ACCREDITED TRAINING SHORT COURSES

Problem Solving
Visual Management
Leadership
Health and Safety
Apply 5S procedures
Root Cause analysis
Standardised work practices



Who are Corporate Partners?

Corporate Partners is a Registered Training Organisation (RTO) providing Nationally Accredited Training to the Manufacturing, Business and Process industries. Our training programs establish and implement Lean principles to a broad range of industries that can all benefit from Lean, while supporting key functions like operations, administration, sales, logistics and technical departments.

Why undertake a study program with Corporate Partners?

Corporate Partners offer workplace training and assessment to learners nationally and has over 20 years' experience working in business to develop first class training and skills development programs. Our Trainers and Assessors work on site, taking leadership roles in implementing programs and practices that guide learners and teams towards achieving success in their chosen qualification.

What will you Learn?

As a Learner, you will reap the rewards of this training by streamlining your current processes. Our Trainers and Assessors will go through all your current processes making sure that all waste is eliminated, and processes are working efficiently. Corporate Partners can help you define individual and team goals that align with overall business strategy. We help empower your teams to prevent hazards and mitigate risks and we help translate targets into tangible actions. We marry this approach with our understanding of client operations and internal capabilities and work with you to embed strategy into day-to-day operations.

Corporate Partners uses Mini Business Teams (MBTs) to engage staff in the continuous improvement process and outcomes are measured and displayed for each MBT. This visual approach identifies and recognises team and individuals' achievements in business improvement.

How will you learn?

Each Learner enrolled through Corporate Partners will attend training and assessment sessions with our accredited Trainers and Assessors and will be provided with all the training materials needed to use throughout the entire course or qualification. A variety of theoretical, practical and interactive development strategies are employed. The modes of Assessment delivery include written knowledge questions, demonstrations, discussions, simulations, structured assessment tasks and presentations.

Location of Training

The training and assessment are conducted in the learner's workplace, as well as on the job, utilising the company's facilities, with a Corporate Partners Trainer and Assessor facilitating the course.

How will you be assessed?

We provide learners with clear descriptions of the performance standards expected of them. Workplace assessments are conducted in accordance with the quality standards of the assessment procedure as approved by the National Skills Standard Council, the Standards for RTOs and training package requirements for the course or qualification. Workplace assessments will be conducted according to training plans developed and agreed between the Learner, Trainers and Assessors and employer.

Corporate Partners assessors will inform learners of all aspects of workplace assessments prior to formal assessment. This will include assessment methods, assessment instructions, assessment duration, assessment tools and any applicable reasonable adjustments to the assessment process where appropriate.

On successful completion of this course, Corporate Partners will provide Learners with a Certificate or Statement of Attainment showing all successful units completed. Learners will be marked not as percentage or a pass or fail but as 'Competent' or 'Not Yet Competent'. If you did not get to complete the whole course, you will be provided with a statement of attainment showing all successful units completed.

Duration of Training

FULL QUALIFICATIONS

MSS30316 Certificate III Competitive Systems and Practices is 42 Sessions over a 12-15 months to complete
 MSS40316 Certificate IV Competitive Systems and Practices is 48 Sessions over a 15-18 months to complete
 MSS30316 Certificate III Competitive Systems and Practices – Leadership Stream over 12-15 months to complete
 MSS40316 Certificate IV Competitive Systems and Practices – Leadership Stream over 15-18 months to complete
 MSS50316 Diploma in Competitive Systems and Practices 24-30 months to complete
 BSB42015 Certificate IV in Leadership and Management 12-15 months to complete
 MSM20216 Certificate II in Manufacturing Technology over 12 months to complete
 MSM30116 Certificate III in Process Manufacturing over 12 months to complete
 MSM40116 Certificate IV in Process Manufacturing over 15 months to complete

NATIONALLY ACCREDITED TRAINING SHORT COURSES

Problem Solving - 15 Sessions with 1.5 hours for each session
 Visual Management – Level 3, 16 Sessions and Level 4, 22 Sessions
 Leadership - 15 sessions with 1.5 hours for each session
 Health and Safety - 6 sessions with 1.5 hours for each session
 Apply 5S procedures – 5 sessions with 1.5 hours for each session
 Root Cause analysis - 5 sessions with 1.5 hours for each session
 Implement continuous improvements based on standardised work practices - 4 sessions with 1.5 hours for each session



Pre- Enrolment Information

Learners can access further information regarding programs and delivery, including access to further pathways, recognition of prior learning, credit transfer options, complaints and appeals processes, training and assessment delivery including definitions on how you will be assessed through the Learner Handbook on the Corporate Partners website.

The Learner Handbook will also provide further information regarding Corporate Partners obligations to the learner for example Subsidised training, language literacy and numeracy, consumer protection, legislative compliance including privacy, as well as the Learners obligations which include where applicable any fees or refunds, requirements for successful completion of training and assessment and any materials and equipment Learners may need to bring. The Learner Handbook can be accessed through Corporate Partners website as well as further Pre Enrolment information, complaints and appeals, fees and subsidy information is also available on our website at <http://corporatepartners.com.au/training-competitive-systems-and-practices/>





Subsidised Training

Corporate Partners is an approved provider of government subsidised training. Learners may be eligible for a subsidised qualification and should check with Corporate Partners their eligibility. In NSW the [Smart and Skilled website](#) and if you are in Qld please read the information for learners at <https://www.qld.gov.au/education/training/subsidies>

Corporate Partners follows all State and Federal contract and standards requirements on learner fees in particular standard 5.3 and 7.3 of the Standards for Registered Training Organisations, NSW fee administration policy, operating guidelines, contract and Qld Skills Assure Supplier Agreement, policies and evidence guide.

Fees for Subsidised Training

NEW SOUTH WALES

Smart and Skilled (SAS) is a reform of the NSW Vocational Education and Training (VET) system. This training is subsidised by the NSW Government. Smart and Skilled provides eligible students an entitlement to government-subsidised training up to and including Certificate III and government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

For Smart and Skilled Learner fee information, please see the link below for information. <https://smartandskilled.nsw.gov.au/for-employers/new-fee-arrangements> and Corporate Partners website at <http://corporatepartners.com.au/training-competitive-systems-and-practices/>. This training is subsidised by the NSW Government.

There is also **Skills Checkpoint Program** available for learners 45-70 years old who are existing workers offering up to 50% training rebate. (conditions apply).

Skilling for Recovery Funding ^Skilling for Recovery is part of a matched funding commitment of almost \$320 million between the NSW and Australian governments under the JobTrainer Fund. Skilling for Recovery is a key component of the State's COVID-19 Recovery Plan.

It includes an additional 100,000 **fee free** full and part qualification training places to reskill, retrain and redeploy the workforce to industries where there are skills shortages and emerging employment opportunities.

^Smart and Skilled policy for Skilling for Recovery Initiative

Please speak to your Corporate Partners representative for more information regarding eligibility. For more information please see <https://education.nsw.gov.au/campaigns/jobtrainer>

QUEENSLAND

The Qld **Certificate 3 Guarantee Program** and the Higher-Level Skills Program is funded by the Queensland Government, Skills Assure Supplier Agreement (SAS). Student co-contribution fee in Queensland for completing MSS30316 Certificate III in Competitive Systems and Practices and for MSS40316 Certificate IV in Competitive Systems and Practices qualifications are compulsory. Corporate Partners has set the fee at the non-concessional rate of \$5.00 and concessional rate of \$2.50 per each unit enrolled. This is unless the student meets the specified exception and or exemptions. Please speak to your representative for further information pertaining to these fees.

For more information on Certificate 3 Guarantee Program and Higher Level Skills Program see the following links:

<https://desbt.qld.gov.au/training/training-careers/incentives/certificate3/faq>

https://desbt.qld.gov.au/data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf

<https://www.qld.gov.au/education/training/subsidies/certificate>

<https://www.qld.gov.au/education/training/subsidies/higher>

QUEENSLAND continued

VET in Schools (VETiS) is a funded program that enables students to gain nationally recognised qualifications while at school. Students learn skills and knowledge required for specific industries. VETiS is funded by the VET investment budget, it is fee-free for students. Subsidies paid to Skills Assure Suppliers (SAS) for VETiS delivery are detailed in the Priority Skills List. For more information visit

<https://desbt.qld.gov.au/training/training-careers/incentives/vetis>

<https://desbt.qld.gov.au/training/training-careers/incentives/vetis/faqs>

Students be aware there are expectations and rules regarding accessing a government subsidised training places under the relevant program. Please also be advised and take this as notification that the student will no longer be eligible for a government subsidised training place under a program once they complete the qualification level targeted through the program.

The **User Choice Program 2020-21** provides public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees under the Qld Government, Skills Assure Supplier Agreement (SAS). Student co-contribution fee in Queensland for completing MSS30316 Certificate III in Competitive Systems and Practices and for MSS40316 Certificate IV in Competitive Systems and Practices qualifications are compulsory. Student contribution fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency/module.

For more information on User Choice Program see the following links:

<https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>

<https://desbt.qld.gov.au/training/apprentices>

Qld State payroll tax exemptions may apply, please contact Corporate Partners for further information.

Skills Checkpoint Program is available for learners 45-70 years old who are existing workers, offering skills and training incentive for those who meet eligibility requirements (conditions apply). <https://www.employment.gov.au/skillscheckpointprogram>





Training Qualifications

FULL QUALIFICATIONS

MSS30316 Certificate III in Competitive Systems and Practices

Competitive Systems focuses on the application of lean and continuous improvement principles across an organisations supply and value chain. The qualification provides the skills needed to improve efficiency in a person's own work role, team and employee morale. During the course you will develop skills that enable you to apply efficiency principles to recognise and reduce waste and inefficiencies such as unnecessary processing, poor use of human resources and errors/rework. The qualification also focuses on increasing productivity and identifying ways to implement Visual Management boards in the workplace. This program provides problem solving skills to identify and analyse problems, measure and improve performance. It aims to create consistent and integrated systems and processes to continuously improve productivity and sustainability. This program also covers the skills and knowledge required to analyse the workplace in relation to environmentally sustainable work practices, to implement improvements and monitor their effectiveness. The qualification shows the learner how to apply 5S to their job and work area and maintain the housekeeping and other standards set by 5S. Learners will be shown how to apply skills associated with planning and organising, problem solving and self-management, in order to identify and implement 5S housekeeping practices.

MSS40316 Certificate IV in Competitive Systems and Practices

This qualification provides the skills and knowledge required by a team leader or other person to implement competitive systems and practices in the work of a team or work group, or by a specialist in competitive systems and practices. This qualification provides the skills needed to improve efficiency in a team or work area as well as in a person's own work role through the implementation of lean principles and sustainability. During the qualification you will develop skills that enable you to facilitate efficiency principles to recognise and reduce waste and inefficiencies such as unnecessary processing, poor use of human resources and errors/rework. The qualification focuses on increasing productivity and identifying ways to manage Visual Management boards in the workplace, including the development of the visual concepts and the implementation of the visual workplace. There will be strong emphasis on planning and change management, which requires an ability to learn from experience and feed new information back into strategies to improve performance. This program also covers the skills and knowledge required to analyse the workplace in relation to environmentally sustainable work practices, to implement improvements and monitor their effectiveness. The qualification has a strong emphasis on planning, encouraging, and facilitating in a changing environment within the organisation, including using appropriate communication, teamwork, problem solving, initiative and self-management. This course aims to provide you with the best practice skills to improve your performance, it helps you use the right tools to work smarter and not harder.

MSS30316 Certificate III in Competitive Systems and Practices – [Leadership Stream](#)

The MSS30316 Certificate III in Competitive Systems and Practices -Leadership Stream has been specifically designed for Team Leaders/Supervisors and employees acting in (or recently promoted to) a front-line management position, and those wishing to revise their leadership skills. Businesses often promote good employees to leadership roles but forget to support them in gaining the leadership skills they will need in order to get the most from their teams. This course introduces existing or potential Supervisors and specialists to the fundamentals of the role of a supervisor whilst also providing exposure to structured systems and processes. The program is delivered under the Competitive Systems & Practices National Qualification MSS30316 Certificate III in Competitive Systems and Practices. The units have been carefully selected to give learners the supervisor skills they need to be effective leaders so they can achieve business outcomes. This program will develop leadership capabilities to perform their tasks more efficiently. Learners will gain maximum job satisfaction by seeing and understanding how their role fits into the overall process. Successful learners will achieve a nationally accredited qualification which is recognised throughout Australia and New Zealand.

MSS40316 Certificate IV in Competitive Systems and Practices – [Leadership Stream](#)

The MSS40316 Certificate IV in Competitive Systems and Practices -Leadership Stream has been specifically designed for Team Leaders/Supervisors and employees acting in (or recently promoted to) a front-line management position, and those wishing to revise their leadership skills. Businesses often promote good employees to leadership roles but forget to support them in gaining the leadership skills they will need in order to get the most from their teams. The program is delivered under the Competitive Systems & Practices National MSS40316 Certificate IV Competitive Systems and Practices. The units have been carefully selected to give learners the supervisor skills they need to be effective leaders so they can achieve business outcomes. This qualification provides the skills and knowledge required by a team leader or other person to implement competitive systems and practices in the work of a team or work group, or by a specialist in competitive systems and practices. This qualification provides the skills

needed to improve efficiency in a team or work area as well as in a person's own work role through the implementation of lean principles and sustainability.

MSS50316 Diploma of Competitive Systems and Practices

This qualification provides the skills and knowledge required by a manager or technical specialist to determine and supervise the strategy for lean principles and sustainability in an organisation and the organisations value chain. Most businesses recognise the need to continuously improve operations, develop operational staff & provide knowledge & skills to remain competitive. Businesses need to improve efficiencies, reduce waste of all kind & have employees trained with the necessary skills to problem solve issues.

BSB42015 Certificate IV in Leadership and Management

This suits the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts. As well as assuming responsibility for their own performance, individuals at this level provide leadership, guidance, and support to others. They also have some responsibility for organising and monitoring the output of their team. They apply solutions to a defined range of predictable and unpredictable problems and analyse and evaluate information from a variety of sources.

MSS20216 Certificate II in Manufacturing Technology

The qualification MSM20216 Certificate II in Manufacturing Technology is designed specifically to cater for school students through a Vocational Education and Training in Schools (VETis) program. The program is designed to teach students Manufacturing capabilities and job ready skills, which uses principles derived through the units of competency within the MSM20216 qualification. The units have been selected with careful consideration towards the qualification and how appropriately they suit students as well as individual school needs in conjunction with Corporate Partners Visual Management, Problem Solving, Quality, 5S, Environmental, WHS and safe operation of equipment. Successful students gain a qualification for MSM20216 Certificate II in Manufacturing Technology. This is nationally recognised throughout Australia and New Zealand which lifts their value to the business, industry and community.

MSM30116 Certificate III in Process Manufacturing

The MSM30116 Certificate III in Process Manufacturing is intended for advanced production workers who use a range of equipment and provide support functions directly related to producing products. They would undertake more advanced roles, working in accordance with the operating procedures and would apply their knowledge to anticipate problems and solve a range of foreseen and unforeseen problems. This program will develop problem solving capabilities to perform their tasks more efficiently. Learners will gain maximum job satisfaction by seeing and understanding how their role fits into the overall process. Successful learners will achieve a nationally accredited qualification which is recognised throughout Australia and New Zealand.

MSM40116 Certificate IV in Process Manufacturing

The MSM40116 Certificate IV in Process Manufacturing provides the competencies required by advanced production workers who use a range of equipment and are involved in solving complex problems that require theoretical knowledge, combined with an understanding of operating procedures directly related to producing products. This qualification is typically used to develop employees performing a technical role that includes the ability to work independently and conduct technical problem solving according to the needs of the work required to produce products. This qualification is designed to develop employees who operate across more than one category within process manufacturing or other product conversion processes in manufacturing. Typical applications would be in chemical, hydrocarbons, refining, minerals processing, plastics, rubber, cable making, manufactured mineral products, and other areas as appropriate. Successful learners will achieve a nationally accredited qualification which is recognised throughout Australia and New Zealand.

NATIONALLY ACCREDITED TRAINING SHORT COURSES

Problem Solving

The program is based around the lean problem solving and continuous improvement approach of A3 problem solving. Using an A3 template learners will systematically problem solve an issue/s in their work place based around the ten steps of A3 problem solving including team selection, problem definition, customer impact, containment, process mapping, fishbone, 5 Why's, Corrective actions, monitoring of results and standardisation verification and communication. Learners will complete the A3 and present to management the solutions and implementation findings and plans. *

Visual Management

Is a powerful part qualification lean tool that will support and sustain any continuous improvement program. At its core, Visual Management is about streamlining communication across an organisation through visual management boards ensuring the workforce is aligned with company goals. Making goals visual and engaging staff to contribute to the ways the team can improve these, through problem solving and using lean tools drives continuous improvement and workforce development. The benefits of Visual Management are clear and can be seen in productivity improvements, reduced defects, improved on-time delivery, reduced waste and increased profitability. *

Health and Safety

Every business experiences some form of health and safety issues that continually arises and are never completely resolved. When this occurs people's health and safety can be impacted. This part qualification will provide the skills and knowledge required to identify risks and to apply established risk management processes to a defined area of operations that are within the responsibilities and obligations of the role. It also describes the skills and knowledge required to implement and monitor an organisation's work health and safety (WHS) policies, procedures, and programs in the relevant work area in order to meet legislative requirements. *

Apply 5S procedures

The key to business efficiency is organisation and applying 5S procedures can achieve this. Corporate Partners offers a training and consultation program in one, which encompasses individual workplace specific process analysis using 5S tools and techniques to help train employees to improve their area of operation. The program is based off a Nationally accredited unit of competency MSS402040 Apply 5S procedures. The program is a training and consultation program which will provide the skills and knowledge required to identify inefficiencies in processes and provide the tools necessary to determine the process steps on how to find permanent solutions

Root Cause analysis

Every business experiences a number of process problems and without applying proper solution techniques, issues will continually arise and are never completely resolved. When this occurs productivity, customer relations, finances and employee moral can be impacted. Corporate Partners offers a training and consultation program in one, which encompasses workplace specific problem analysis and root cause training with workers to improve their area of operation. The program is based on a Nationally accredited unit of competency MSS402080 Undertake root cause analysis. The process tools used will be directly modelled from the Lean implementation and process improvement strategies and will include the direct methodology of root cause analysis.

Implement continuous improvements based on standardised work practices

The standard work process establishes the best sequence for each process, manufacturing and office to establish a base on which to improve. The key to business efficiency is ensuring that "best practice" procedures are followed by all staff undertaking the same task. The process tools used will be directly modelled from the Lean implementation and process improvement strategies and will include the direct methodology of takt time, waste (Muda) reduction, variability, continuous improvement, and standard work analysis.

Leadership Development

This course introduces existing or potential supervisors and specialists to the fundamentals of the role of a supervisor whilst also providing exposure to structured systems and processes. The program is delivered under qualification BSB42015 Certificate IV in Leadership and Management. The units have been carefully selected to give learners the supervisor skills they need to be effective leaders so they can achieve business outcomes. *

*Smart and Skilled Targeted Priorities Prevocational and Part Qualification (TPPPQ) funding may be available upon application, see Corporate Partners for more information.