



# Process Manufacturing (MSA07)

**Certificate II in Process  
Manufacturing  
(MSA20107)**

**Nationally accredited training  
From The Australian Salesmasters**



**Version 1, 22/01/2009**

About

# The Australian Salesmasters Training Company

Since 1985, THE AUSTRALIAN SALESMASTERS has been coaching and counselling both individuals and companies in the field of improvement.

More recently, as a Registered Training Organisation (RTO # 6854) we have assisted a multitude of small, medium and large businesses grow with their Government Funded Training Programs.

Currently delivering programs in all States of Australia, The Australian Salesmasters motto of "don't blame them...TRAIN THEM" has been adopted by many of the nation's most progressive companies.

## THE QUALIFICATION

This qualification is intended for competent production workers who undertake vital production support roles directly related to producing products. The production worker would apply a breadth and depth of knowledge to a defined range of situations and would be expected to apply this knowledge to solve a defined range of problems by applying known solutions to a limited range of predictable problems .

## Why use Australian Salesmasters?

The modern world of global trading has placed enormous pressure on Australian industry to become more competitive. This means that all businesses are cutting costs to complete.

Lean Manufacturing Principles are a global trend used by successful manufacturing businesses.

Australian Salesmasters believe that by:

Training individuals within organisations to the concepts of JIT, 5s Principles, KAIZEN and others is vital to the success of all Process Manufacturing Businesses.

Organisation can drive down costs through increasing efficiency, eliminating waste and having better skilled team members.

Australian Salesmasters believe that:

A highly skilled and motivated workforce can achieve savings and be more efficient through our programs. Combined Trainers through their partnership have highly skilled trainers and managers with many years of experience in Lean Manufacturing who has designed practical programs and workplace based training modules to meet the pressures of global market forces.

**We believe in don't blame them...TRAIN THEM!**

Australian Salesmasters are both Trainers and Assessors.

## Program Objectives

Programs are designed to build and sharpen critical skills and knowledge required to positively impact on the outcomes of your business.

Some of the outcomes from Certificate II in Process Manufacturing (MSA20107):

- Ability to apply a range of well developed skills
- measurable improvement against key organisational performance measures
- increased motivation through the use of lean manufacturing principles
- take responsibility for own outputs in work and learning
- a safer, more productive workplace
- development of a team-based culture
- introduction of continuous improvement tools within existing systems
- development of a sustainable learning environment
- demonstrate basic operational knowledge in a moderate range of areas
- apply a defined range of skills
- apply known solutions to a limited range of predictable problems
- perform a range of tasks where choice between a limited range of options is required
- assess and record information from varied sources
- take limited responsibility for own outputs in work and learning.

Customer satisfaction is the primary aim Australian Salesmasters Training Modules:

- are completed on-the-job in an agreed timeframe and format
- recognise prior learning and experience
- focus upon what needs to be learned and are personalised
- are contextualised to meet business needs
- available via the internet (selected modules)
- take responsibility for own outputs in work and learning

## Course Description

This national qualification is one of four available from the Process Manufacturing Training Package (MSA07).

This course has been developed to provide workers in the manufacturing industry with the latest skills, knowledge and thinking for existing or aspiring team leaders to expand their capabilities. Units from within the course have been designed for application in all manufacturing contexts.

## Career Opportunities

This course provides participants with the skills, attributes and knowledge to take more responsibility in the workplace through leadership roles or as change agents.

## Pathways

By successfully completing the Certificate II in Process Manufacturing (MSA20107) participants are eligible for selection into Certificate III in Process Manufacturing (MSA30107).

## Entry Requirements

There are no formal entry requirements although it is expected that participants will have:

- a qualification and/or
- substantial experience

in an area requiring the application of relevant technical skills.

Our minimum age of enrolment for this qualification is 18 years of age.

## Induction and Enrolment

A representative of Australian Salesmasters will meet with you at an agreed time to induct you into this course.

Completion of the enrolment documentation immediately following your induction is standard practice.

## Skills Recognition/Prior Learning

Previous learning undertaken at another learning organisation may entitle a participant to entry into the program with some credit/s.

Alternatively, if a participant can provide evidence that shows that they have the required skills and knowledge they may be able to have that learning recognised without having to complete all of the training offered by Australian Salesmasters and the employer.

Further details are available in the Australian Salesmasters Candidate Handbook.

## Delivery Method

Delivery will comprise of supervised on-the-job training plus structured classroom training experiences.

Distance learning via the internet is also available in selected modules.

## Assessment Method

Assessment will be undertaken in accordance with the relevant applicable legislation.

A variety of assessment methods may be used including:

- Workbook assessment tasks
- Simulation
- Demonstration
- Oral and written activities.
- Completion of workbook exercises

## Policies and Procedures

The policies and procedures applicable to this course are set out in the Candidate Handbook.

A copy of the handbook will be given to you at your enrolment. Please discuss any questions you may have in relation to these policies and procedures with your trainer or supervisor.

## Course Duration

This course will be delivered and assessed in the workplace for up to 12 months. We are able to accelerate the duration of the course under certain circumstances.

## Outline & Structure

Candidates are required to complete 14 units primarily chosen from those below.

## Course Structure

*3 Mandatory units are required to complete this course.*

- MSAPMOHS200A Work safely
- MSAPMSUP200A Achieve work outcomes
- MSAPMSUP210A Process and record information

*11 Support units are required to complete this course.*

- MCMS201A Sustain process improvements
- MSMT220A Apply quick changeover procedures
- MCMT240A Apply 5S procedures in a manufacturing environment
- MCMT251A Apply quality standards
- MSAPMOHS100A Follow OHS procedures
- MSAPMOHS110A Follow emergency response procedures
- MSAPMOPS100A Use equipment
- MSAPMSUP106A Work in a team
- MSAPMSUP201A Receive or despatch goods
- MSAPMSUP240A Undertake minor maintenance
- MSAPMSUP291A Participate in continuous improvement

## Qualifications

As part of the Australian Qualifications Framework this program is nationally recognised. On successful completion participants will be awarded the Certificate II in Process Manufacturing (MSA20107).

## Further Information

For further information regarding this course contact  
**The Australian Salesmasters:**

**Suite 317, 30-40 Harcourt Parade,  
Rosebery NSW 2018**

**P O Box 638  
Rosebery NSW 1445**

**P** 02 9700 9333

**F** 02 9700 8988

**E** [info@thesalesmasters.com](mailto:info@thesalesmasters.com)

**W** [www.thesalesmasters.com](http://www.thesalesmasters.com)

