



Australian Government

Department of Education, Employment and Workplace Relations

FPICOR3202B Conduct quality and product care procedures

Release: 1

FPICOR3202B Conduct quality and product care procedures

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit describes the outcomes required to monitor quality of output and follow product care procedures

General workplace legislative and regulatory requirements apply to this unit; however there are no specific licensing or certification requirements at the time of publication

This unit replaces FPICOR3202A Conduct quality and product care procedures

Application of the Unit

Application of the unit

The unit involves conducting quality and product care procedures in a variety of work settings including a forest environment, saw mill, wood chip mill, veneer mill, board/plywood mill, timber treatment plants, downstream processing of timber, forest products factory, forest products sales and service, horticultural, domestic, local council, emergency services environment

The skills and knowledge required for competent workplace performance are to be used within the scope of the person's job and authority

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills This unit contains employability skills

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Conduct quality procedures	<p>1.1. Applicable <i>Occupational Health and Safety</i> (OHS), <i>environmental, legislative</i> and <i>organisational requirements</i> relevant to conducting quality and <i>product</i> care procedures in line with environmental legislation and workplace procedures are identified and followed</p> <p>1.2. <i>Quality system</i> procedures are applied to work, implemented and adhered to</p> <p>1.3. Products are <i>visually inspected</i> before processing or completion</p> <p>1.4. <i>Product specifications</i> are checked and conformed with</p> <p>1.5. <i>Communication</i> with others is established and maintained in line with OHS requirements</p>
2. Monitor and control product care	<p>2.1. <i>Product recovery</i> is planned to optimise the resource value and <i>minimise waste</i></p> <p>2.2. Potential of materials to provide the highest <i>value added return is planned</i></p> <p>2.3. <i>Species, timber structure, features</i> and <i>characteristics</i> are assessed and reported as required by the enterprise</p> <p>2.4. Materials are <i>graded</i> and directed to best end use in line with industry standards as required by the enterprise</p> <p>2.5. Machinery and equipment is regularly maintained and adjusted to minimise product waste</p> <p>2.6. Problems are immediately assessed and rectified to avoid repetition of lost product</p>
3. Control product quality	<p>3.1. Products are assessed for quality and customer specification requirements</p> <p>3.2. Products are prepared for <i>despatch</i> to prevent or minimise damage</p> <p>3.3. Finished products are supplied to customer in line with <i>work order</i> and workplace procedures</p> <p>3.4. Quality and product care procedures are <i>recorded and reported</i> in line with workplace procedures</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit

Required skills

- Technical skills sufficient to use and maintain relevant tools, machinery and equipment
- Communication skills and interpersonal techniques sufficient to interact appropriately with colleagues and others in the workplace
- Literacy skills sufficient to accurately record and report workplace information, and maintain documentation
- Numeracy skills sufficient to estimate, measure and calculate time required to complete a task
- Problem solving skills sufficient to efficiently and safely conduct quality and product care procedures; identify problems and equipment faults and demonstrate appropriate response procedures

Required knowledge

- Applicable Commonwealth, State or Territory legislation, regulations, standards, codes of practice and established safe practices relevant to the full range of processes for quality and product care procedures
- Environmental protection requirements, including the safe disposal of waste material
- Organisational and site standards, requirements, policies and procedures relevant to quality and product care
- Environmental risks and hazard identification
- Quality systems and supply coordination
- Product care and processing
- Established communication channels and protocols
- Problem identification and resolution strategies and common fault finding techniques
- Types of tools and equipment and procedures for their safe use and maintenance
- Appropriate mathematical procedures for estimating and measuring, including calculating time to complete tasks
- Procedures for recording and reporting workplace information

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

A person who demonstrates competency in this unit must be able to provide evidence that they can safely and efficiently conduct quality and product care procedures

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to, and satisfy, all of the requirements of the elements of this unit and include demonstration of:

- following applicable Commonwealth, State or Territory legislative and regulatory requirements and codes of practice relevant to conducting quality and product care procedures
- following organisational policies and procedures relevant to conducting quality and product care procedures
- the ability to conduct quality and product care procedures in line with environmental legislation and workplace procedures
- effective communication and safe work practices
- Competency is to be assessed in the workplace or realistically simulated workplace
- Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints
- Assessment of required knowledge, other than confirmatory questions, will usually be conducted in an off-site context
- Assessment is to follow relevant regulatory or Australian Standards requirements
- The following resources should be made available:
 - workplace location or simulated workplace
 - materials and equipment relevant to undertaking work applicable to this unit
 - specifications and work instructions

Context of and specific resources for assessment

Method of assessment

- Assessment must satisfy the endorsed Assessment Guidelines of the FPI11 Training Package
- Assessment methods must confirm consistency and accuracy of performance (over time and in a range of

EVIDENCE GUIDE

workplace relevant contexts) together with application of required knowledge

- Assessment must be by direct observation of tasks, with questioning on required knowledge and it must also reinforce the integration of employability skills
- Assessment methods must confirm the ability to access and correctly interpret and apply the required knowledge
- Assessment may be applied under project-related conditions (real or simulated) and require evidence of process
- Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances
- Assessment may be in conjunction with assessment of other units of competency
- The assessment environment should not disadvantage the candidate
- Assessment practices should take into account any relevant language or cultural issues related to Aboriginality, gender or language backgrounds other than English
- Where the participant has a disability, reasonable adjustment may be applied during assessment
- Language and literacy demands of the assessment task should not be higher than those of the work role

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

OHS requirements:

are to be in line with applicable Commonwealth, State or Territory legislation and regulations, and organisational safety policies and procedures, and

RANGE STATEMENT

may include:

- personal protective equipment and clothing
- safety equipment
- first aid equipment
- fire fighting equipment
- hazard and risk control
- fatigue management
- elimination of hazardous materials and substances
- safe forest practices including required actions relating to forest fire
- manual handling including shifting, lifting and carrying
- machine isolation and guarding
- legislation
- organisational policies and procedures
- workplace practices

Environmental requirements
may include:

Legislative requirements:

are to be in line with applicable Commonwealth, State or Territory legislation, regulations, certification requirements and codes of practice and may include:

- award and enterprise agreements
- industrial relations
- Australian Standards
- confidentiality and privacy
- OHS
- the environment
- equal opportunity
- anti-discrimination
- relevant industry codes of practice
- duty of care

Organisational requirements
may include:

- legal
- organisational and site guidelines
- policies and procedures relating to own role and responsibility
- quality assurance
- procedural manuals
- quality and continuous improvement processes and standards
- OHS, emergency and evacuation procedures

RANGE STATEMENT

- ethical standards
 - recording and reporting requirements
 - equipment use and maintenance and storage requirements
 - environmental management requirements (waste disposal, recycling and re-use guidelines)
- Product** may include:
- trees
 - logs
 - seed
 - planting stock
 - timber
 - panels
 - board
- Quality system** may include:
- enterprise based system
 - second party certification
 - third party certification
 - ISO9000 series
 - other regulatory systems
- Visual inspection** may include:
- assessing the appropriateness of features
 - contamination
 - timber colours
 - insect attack
 - surface finishes
 - loose surfaces
 - bubbles
 - holes
 - breakages
 - machine caused defects
- Product specifications** may include:
- specifications set for optimisation of timber set in line with the available resource
 - customer requirements
 - industry standard cross sections and lengths
 - enterprise standards
- Communication** may include:
- verbal and non-verbal language
 - constructive feedback
 - active listening
 - questioning to clarify and confirm understanding
 - use of positive, confident and cooperative language

RANGE STATEMENT

- use of language and concepts appropriate to individual social and cultural differences
 - control of tone of voice
 - body language
- Product recovery** may include:
- sawn timber used in manufacturing of timber engineered products where defective timber can be recovered, to be used in other parts of the plant to minimise waste
 - recovering logs or converting logs into useable boards without damage or loss of product
- Minimising waste** may include:
- maximising product or resource use
 - appropriately assessing timber for recovery
 - recycling defective product, off cuts and residue in line with organisational guidelines
- Value adding** is to include:
- maximising use of the product or resource
 - minimising waste
 - optimising the use of natural resources
- Species** may include:
- native
 - imported species
- Timber structure** may include:
- hardwood or softwood cell structured timber
- Features** may include:
- warp
 - wane
 - cupping
 - shakes
 - insect defects
 - knots
 - resin pockets
- Characteristics** may include:
- colour
 - density
 - texture
 - grain
 - figure
 - qualities
 - uses
- Grading**
- is the process of visually inspecting logs or timber to classify their quality and use
- Despatch**
- is the sending out of products relating to a customer order via various means of transport

RANGE STATEMENT

and may include:

- stacking
- striping
- strapping
- store/dispatch of product
- instructions for the environmental monitoring of work and procedures

Work order is to include:

and may include

- environmental care requirements relevant to the work

Records and reports may include:

- conducting quality and product care procedures
- risk
- hazards
- incidents
- equipment malfunctions

and may be:

- manual
- using a computer-based system or another appropriate organisational communication system

Unit Sector(s)

Not Applicable

Competency field

Competency field

Core