Australian Government

Department of Education, Employment and Workplace Relations

NWP432A Contribute to continuous improvement of quality systems

Revision Number: 2

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

NWP432A Contribute to continuous improvement of quality systems

Modification History

NWP432A Release 2: Layout adjusted. No change to content.
NWP432A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to understand and implement quality systems in the water industry and to identify opportunities for improvement in quality outcomes for the organisation.

Application of the Unit

This unit is required by water industry technicians or supervisors with a responsibility for the implementation of quality systems.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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 range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interpret and communicate quality system requirements	1.1 The accreditation requirements for relevant water *quality systems* are interpreted, understood and communicated to work colleagues.
	1.2 The *implications of non-conformance* with quality accreditation requirements are identified and communicated to work colleagues.
	1.3 Standard operating procedures are regularly reviewed to ensure compliance with current quality accreditation and legislative requirements.
2 Implement quality systems	2.1 Individual roles and responsibilities in quality system implementation are defined.
	2.2 Standard operating procedures are implemented to ensure compliance with quality systems.
	2.3 Relevant data is recorded for quality system monitoring.
	2.4 Observations of non-conformance with quality accreditation requirements are recorded and reported promptly.
3 Identify and correct quality system implementation problems	3.1 System monitoring data is analysed to identify variances that indicate abnormal or sub-optimal performance.
	3.2 Non-conformance reports are reviewed to identify contributing factors.
	3.3 Corrective action to remove or control the risk of sub-optimal performance is identified.
4 Contribute to improvement of quality system implementation	4.1 Recommendations for continuous improvement of work practices, methods, equipment and procedures are developed to ensure continued compliance with quality accreditation requirements.
	4.2 All relevant work colleagues are consulted to refine recommendations.
	4.3 Recommendations for quality system implementation improvements are documented and the required modifications to standard operating procedures are noted.

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Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills:

- interpret a range of complex and technical documents, including relevant:
  - regulatory, legislative, licensing and organisational requirements
  - codes and standards
  - specifications
  - organisational policies
- communicates effectively with a range of relevant parties to articulate complex ideas clearly and discuss organisational issues
- analyse and evaluate reports and reference materials
- participate in ensuring compliance with standards, regulations and policies
- interpret, maintain and check records and documents
- identify opportunities for improved water management
- collaboratively and effectively implement operational plans
- monitor assets to ensure performance meets specifications in management plans
- work collaboratively with relevant stakeholders
- analyse problems and apply appropriate remedial solutions
- perform various calculations to provide data for the analysis and development of options and solutions
- identify hazards and develop appropriate responses to control and mitigate risks in accordance with regulations and legislation
- participate in the provision of appropriate information to inform workplace processes
- understand capabilities and limitations of plant, equipment and tools
- manage work priorities
- use information effectively to improve work performance

Required knowledge:

- relevant legislation, standards and workplace policies and procedures
- relevant quality standards and systems, for example:
  - Australian Drinking Water Guidelines
  - HACCP
  - ISO 9000 series quality management and quality assurance standards
  - ISO 14001environmental management systems
- quality improvement tools and techniques including statistical process control
- communication channels and consultative arrangements
- procedures for addressing non-compliance
- risk assessments
- control charts and control limits

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	The candidate should demonstrate the ability to implement quality systems in the water industry, including:
	• interpreting and communicating the accreditation requirements for, and implications of non-conformance with, relevant quality systems
	• implementing and reviewing standard operating procedures to ensure compliance
	• monitoring quality systems and reporting non-conformance with quality accreditation requirements
	• analysing historical variance and non-conformance data and proposing improvements
	• consulting work colleagues regarding recommendations for continuous improvement of quality system implementation
	• recording recommendations
Context of and specific resources for assessment	Access to the workplace and resources, including:
	• documentation that should normally be available in a water industry organisation
	• relevant codes, standards and government regulations
	Where applicable, physical resources should include equipment modified for people with disabilities.
	Access must be provided to appropriate learning and assessment support when required.
	Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.
	Validity and sufficiency of evidence requires that:
	• competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
	• where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice
	• a decision of competence only taken at the point when the assessor has complete confidence in the person's competence over time and in various contexts
	• all assessment that is part of a structured learning

experience must include a combination of direct, indirect and supplementary evidence

- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be authenticated and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in a manner appropriate to the skill levels of the operator and cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

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.

Quality systems may include:	- Australian Drinking Water Guidelines - HACCP - ISO 9000 series quality management and quality assurance standards - ISO 14001 environmental management systems
Implications of non-conformance may include:	- loss of accreditation - threat to public health - adverse environmental impact - breach of legislation incurring penalties

Unit Sector(s)

Not applicable.

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Competency field

Common.