



Australian Government

Department of Education, Employment and Workplace Relations

RIIQUA401A Apply a quality management system on site

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the application of a quality management system on site in the resources and infrastructure industries. It includes implementing quality processes, making recommendations based on performance that has been monitored and reported on and consolidating opportunities for further development. Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the unit.

Application of the Unit

This unit is appropriate for those working in a supervisory role or as a technical specialist, at worksites within:

- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

<p>Elements describe the essential outcomes of a unit of competency.</p>	<p>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.</p>
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Implement quality processes	1.1. Access, interpret and apply <i>compliance documentation</i> relevant to the work activity 1.2. Actively encourage and support team members to participate in the site quality plan decision making processes and to assume responsibility and authority 1.3. Provide information on the <i>site quality plan</i> in a language, style and format that is understood by <i>site personnel</i> 1.4. Provide coaching and mentoring support to individuals and teams to maximise opportunities for implementation of the site quality plan 1.5. Maintain the site quality plan while implementing the quality requirements of other site processes
2. Make recommendations based on performance that has been monitored and reported on	2.1. <i>Monitor</i> the organisations systems and technology to identify ways in which planning and operations could be developed 2.2. Strengthen customer service by using quality improvement techniques and processes 2.3. Identify and recommend developments to the site quality plan to relevant personnel and apply appropriate recommendations
3. Consolidate opportunities for further development	3.1. Inform individuals and teams of savings and productivity improvements in achieving the site quality plan 3.2. Document work performance and use the information to identify opportunities for the development of quality 3.3. Manage quality records, reports and recommendations for development in accordance with the site quality plan requirements

Required Skills and Knowledge

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

Required skills

Specific skills are required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes the ability to carry out the following as required to apply a quality management system on site:

- apply legislative, organisation and site requirements and procedures for applying a quality management system on site
- promote and monitor quality processes on site
- gain the commitment of individuals and teams to quality principles and practices
- encourage ideas and feedback from other team members in developing and refining quality processes
- use available technology to monitor and review quality performance
- apply effective quality problem identification and problem solving techniques
- initiate processes to enhance the quality of individual and team performance
- maintain a focus on quality performance in achieving outcomes acceptable to customers

Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes knowledge of the following as required to apply a quality management system on site:

- legal knowledge relating to a site quality plan
- key aspects of the organisation's quality system
- site quality plan procedures and requirements
- human resource management principles
- continuous quality improvement processes
- quality plan monitoring and review procedures and processes

Evidence Guide

<p>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.</p>	
<p>Overview of assessment</p>	
<p>Critical aspects for assessment and evidence required to demonstrate competency in this unit</p>	<p>The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:</p> <ul style="list-style-type: none"> • knowledge of the requirements, procedures and instructions for application of a quality management system on site • implementation of requirements, procedures and techniques for the safe, effective and efficient completion of application of a quality management system on site • working with others to plan, prepare and conduct the application of a quality management system on site • evidence of the consistent successful application of a quality management system on site
<p>Context of and specific resources for assessment</p>	<ul style="list-style-type: none"> • This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills. • Assessment of this competency requires typical resources normally used in a resources and infrastructure sector environment. Selection and use of resources for particular worksites may differ due to the site circumstances. • The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job.

	<ul style="list-style-type: none"> • Customisation of assessment and delivery environment should sensitively accommodate cultural diversity. • Aboriginal people and other people from a non English speaking background may have second language issues. • Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required.
Method of assessment	<p>This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:</p> <ul style="list-style-type: none"> • written and/or oral assessment of the candidate's required knowledge • observed, documented and/or first hand testimonial evidence of the candidate's: <ul style="list-style-type: none"> • implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes • consistent achievement of required outcomes • first hand testimonial evidence of the candidate's: <ul style="list-style-type: none"> • working with others to undertake and complete the application of a quality management system, on site provision of clear and timely instruction and supervision by the individual of those involved in the conduct of the application of a quality management system
Guidance information for assessment	Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.

Range Statement

<p>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.</p>	
<p>Compliance documentation may include:</p>	<ul style="list-style-type: none"> • legislative, organisation and site requirements and procedures • manufacturer's guidelines and specifications • Australian standards • Employment and workplace relations legislation • Equal Employment Opportunity and Disability Discrimination legislation
<p>Site quality plan may include:</p>	<ul style="list-style-type: none"> • organisation's quality policy • allocation of responsibilities • consultation procedures • communication procedures • monitoring procedures • review procedures • record keeping procedures • reporting procedures • training procedures • compliance procedures • procedures for applying interim solutions • standard operating procedures • safe operating procedures • work instructions • emergency procedures • permit requirements • sampling and testing procedures • documentation procedures • reporting procedures • product specifications • delivery standards • customer service standards
<p>Site personnel may include:</p>	<ul style="list-style-type: none"> • employees • contractors
<p>Monitor may include:</p>	<ul style="list-style-type: none"> • periodically observing • supervising

	<ul style="list-style-type: none">• critically observing• recording the progress of an activity• identifying quality development opportunities
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Unit Sector(s)

Quality

Competency field

Refer to Unit Sector(s).

Co-requisite units

Not applicable.