



Australian Government

Department of Education, Employment and Workplace Relations

TLIJ207C Apply quality systems

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply quality systems in workplace operations including working within a quality improvement system and using quality improvement systems, tools and techniques in accordance with enterprise procedures.

Application of the Unit

Work must be carried out in accordance with the relevant regulations and workplace quality standards.

Work is performed under some supervision, generally within a team environment.

It involves the application of quality assurance principles and procedures to implement quality systems and quality improvement initiatives within workplace activities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Work within a quality improvement system	<p>1.1 Instructions are followed and duties are performed either individually or as a member of a work team within a quality improvement system</p> <p>1.2 Work is completed either individually or as a member of a work team in accordance with standards as defined in workplace policies and procedures</p>
2 Use quality improvement systems, tools and techniques	<p>2.1 Variations in the quality of services and/or products from required standards are detected and reported in accordance with workplace procedures</p> <p>2.2 Variations in the quality of services and/or products from required standards are detected and reported in accordance with workplace procedures</p> <p>2.3 Quality of operations/service is monitored and adjusted as required to ensure the satisfaction of both internal and external customers</p> <p>2.4 Quality improvement tools and techniques are used both individually and as part of a work team to systematically improve the quality of work and services</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Workplace quality assurance and improvement principles and procedures

Quality improvement tools and methods

Relevant OH&S procedures and guidelines

Housekeeping standards and procedures required in the workplace

Workplace or site layout

Focus of operation of work systems, equipment or management, site and organisational operating procedures

Typical quality-related problems that may arise in work operations and products and related options for action and solutions

Impact of job on enterprise and individual performance

Required skills:

Communicate effectively with others when applying and implementing quality systems

Read and interpret instructions, procedures and information relevant to the application and implementation of quality systems

Interpret and follow operational instructions and prioritise work

Complete documentation related to the application and implementation of quality systems

Operate electronic communication equipment to required protocol

Work collaboratively with others when applying and implementing quality systems

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when applying and implementing quality systems in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur during the

application and implementation of quality systems

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the application and implementation of quality systems

Monitor work activities in terms of standards and processes of the quality system concerned

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and use quality improvement tools and methods

Identify and use equipment, processes and procedures required within the context of the job concerned

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

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

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 and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

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.

The operations may be conducted:	in a range of work environments by day or night in a range of typical weather conditions
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in a range of work contexts and may include:	restricted spaces exposed conditions controlled or open environments exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles
Quality improvement tools may include a range of techniques including:	product sampling and testing monitoring of operational performance fault/problem analysis client surveys trials of quality improvement initiatives
Consultative processes may involve:	other workplace personnel management union representatives industrial relations personnel OH&S specialists other professional or technical staff
Communication in the work area may include:	phone electronic data interchange (EDI) fax email internet radio

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

oral, aural or signed communications

company procedures

enterprise procedures

organisational procedures

established procedures

Information/documents may include:

quality assurance procedures and standards

relevant codes of practice and regulatory requirements

relevant Australian standards and certification requirements

workplace procedures and policies

manufacturers instructions concerning the use of equipment and/or materials

manifests, bar codes, goods and container information/serial number

supplier and/or client instructions

material safety data sheets

award, enterprise bargaining agreement, other industrial arrangements

standards and certification requirements

OH&S policy and procedures

emergency procedures

Applicable regulations and legislation may include:

relevant codes of practice and regulatory requirements

relevant Australian standards and certification requirements

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

workplace relations regulations

workers compensation regulations

Dangerous Goods Code and associated regulations

water and road use and licence arrangements

relevant patent or copyright arrangements

dangerous goods and air freight regulations
relevant export/import/quarantine/bond
requirements

Unit Sector(s)

Not applicable.

Competency Field

J - Quality