



Australian Government

Department of Education, Employment and Workplace Relations

AHCWRK501A Plan, implement and review a quality assurance program

Release: 1

AHCWRK501A Plan, implement and review a quality assurance program

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of planning, implementing and reviewing a quality assurance program for an agricultural or horticultural enterprise and defines the standard required to: define product quality standards based on the needs of the customer; determine quality assurance objectives for the enterprise; develop and implement procedures for quality assurance; maintain required records to support quality assurance; review the quality assurance program.
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Application of the Unit

Application of the unit	This unit covers the process of planning, implementing and reviewing a quality assurance program for an agricultural or horticultural enterprise.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Determine quality assurance objectives for the enterprise	1.1. Future market requirements for quality assured products are assessed. 1.2. Premiums for quality assurance products are determined. 1.3. Strategic benefits of a quality assurance program are assessed.
2. Plan the quality assurance program and develop implementation strategies	2.1. Product quality standards are defined. 2.2. Current status of products and operations is audited. 2.3. Industry quality assurance programs are evaluated and costed. 2.4. Required processes and practices are documented in the quality assurance program manual and an implementation plan is prepared.
3. Implement the quality assurance program	3.1. Instructions are documented defining task and process requirements. 3.2. Contractor and staff training is established and implemented. 3.3. Communication takes account of social, cultural and ethnic backgrounds. 3.4. Changes to processes and practices are introduced. 3.5. Processes to monitor and verify product quality are established. 3.6. Recording systems are introduced. 3.7. Operating instructions are validated under conditions to verify their suitability. 3.8. Problems and issues are analysed and resolved appropriately, promptly and decisively.
4. Review the quality assurance program	4.1. Reporting formats are established. 4.2. Mechanisms for gaining feedback information are implemented. 4.3. Preparation is made for quality assurance audits.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

REQUIRED SKILLS AND KNOWLEDGE**Required skills**

- determine quality assurance objectives for the enterprise
- plan the quality assurance program and develop implementation strategies
- implement the quality assurance program
- review the quality assurance program
- use literacy skills to fulfil job roles as required by the organisation. The level of skill may range from reading and understanding documentation to completion of written reports
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification, negotiating solutions and responding to a range of views
- use numeracy skills to estimate, calculate and record complex workplace measures
- use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

Required knowledge

- market projections and customer requirements
- cost/benefit of quality assurance implementation
- system analysis, HAACCP or related processes
- enterprise culture and values
- leadership and administrative skills
- human resources induction practices
- human resources performance monitoring practices.

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	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following:</p> <ul style="list-style-type: none"> • define product quality standards based on the needs of the customer • determine quality assurance objectives for the enterprise • develop and implement procedures for quality assurance • maintain required records to support quality assurance • review the quality assurance program.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
Quality assurance may include:	<ul style="list-style-type: none"> • regulation of the quality of raw materials • assemblies • products and components • services related to production • management, production and inspection processes.
Quality assurance programs may	<ul style="list-style-type: none"> • programs with planned and systematic production processes that provide confidence

RANGE STATEMENT	
include:	in a product' or service's suitability for its intended purpose.
Market requirements may include:	<ul style="list-style-type: none"> trends and directions from regional, domestic and overseas markets.
Industry quality assurance programs may include:	<ul style="list-style-type: none"> programs developed by industry organisations and marketing authorities, processors, wholesalers/retailers and other stakeholders including Cattlecare, Flockcare, Freshcare, Graincare and Proven Perfect.

Unit Sector(s)

Unit sector	Work
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Co-requisite units

Co-requisite units	

Competency field

Competency field	
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