



Australian Government

Assessment Requirements for AURAQA001 Contribute to quality work outcomes in an automotive workplace

Release: 1

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Modification History

Release	Comment
Release 1	New unit of competency.

Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in the unit's elements, performance criteria and foundation skills:

- contribute to quality work outcomes in three different activities in an automotive workplace, in which the work must involve:
 - identifying quality performance indicators of the activity
 - demonstrating own ability to achieve quality performance indicators
 - demonstrating quality outcome improvements of each workplace activity.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- key features of basic quality concepts, including:
 - taking responsibility for own work
 - getting it right the first time
 - reducing variability
 - achieving customer satisfaction
- key features of workplace quality systems and procedures, including:
 - work instructions
 - safe work procedures
 - product specifications
 - equipment maintenance schedules
 - loss and damage control systems covering personal injury, plant, equipment and materials
- work planning processes and performance indicators, including:

- prioritising tasks and time
- setting targets for own work
- identifying reasonable criteria for evaluating own work outcomes
- identifying measures to avoid wastage
- identifying reasonable criteria to judge internal and/or external customer satisfaction
- identifying processes to ensure a 'right first time' approach.

Assessment Conditions

Assessors must satisfy NVR/AQTF assessor requirements.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessment must include direct observation of tasks.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to having contributed to the quality of work outcomes in an automotive workplace, e.g. work plans.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- workplace or simulated workplace
- workplace procedures relating to quality requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>

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