



Australian Government

AURAQA2001 Contribute to quality work outcomes

Release 1

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Modification History

Release	Comment
Release 1	Replaces AURC261314A Contribute to quality work outcomes Unit code updated to meet policy requirements. Reference to OHS legislation replaced with new WHS legislation Licensing statement added to unit descriptor

Unit Descriptor

Unit descriptor	This unit of competency covers the competence for the individual to be involved in the achievement of quality work outcomes and environmental compliance throughout work activities. Licensing, legislative, regulatory or certification requirements may apply to this unit in some jurisdictions. Users are advised to check with the relevant regulatory authority.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills	This unit contains employability skills.
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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. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan and prepare for quality work outcomes	<ul style="list-style-type: none">1.1. Quality procedures are identified from worksite/enterprise and team quality requirements1.2. Performance indicators for individual work are identified and agreed with the appropriate persons1.3. Work plans and processes which facilitate the achievement of quality work outcomes are adopted
2. Comply with environmental requirements	<ul style="list-style-type: none">2.1. Environmental requirements for the work are interpreted and considered as a factor in work planning/preparation2.2. Environmental monitoring and control procedures are implemented during the work processes2.3. Environmental incidents and potential problems are identified and responded to or referred to others in accordance with worksite requirements
3. Achieve and maintain quality work outcomes	<ul style="list-style-type: none">3.1. Responsibility for monitoring quality of outputs is accepted and changes implemented by the individual, in accordance with worksite procedures3.2. Performance indicators are monitored, adjusted and agreed to meet changing circumstances3.3. Loss and damage incidents are minimised by monitoring work processes, reporting incidents and applying local risk control processes3.4. Procedural improvements and/or recommendations are communicated to relevant persons

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- collect, organise and understand information related to researching and interpretive skills to locate, interpret and apply operational quality and environmental information
- questioning and active listening skills, e.g. when obtaining information on quality and environmental working practices
- plain English literacy and communication skills in relation to dealing with others involved in the work
- technical literacy and communication skills sufficient to interpret and apply common industry terminology, and interpret symbols used for quality and environmental signage
- plan and organise activities to plan performance indicators for individuals
- work with others and in a team by involving team members in recommendations for improvement
- use mathematical ideas and techniques to estimate value of improvements or costs of continuing with present procedures
- establish diagnostic processes which include basic problem-solving skills to assess quality and environmental issues
- use workplace technology related to the use of business technology

Required knowledge

General knowledge of

- quality systems in a workplace
- typical loss and damage control systems
- environmental legislative framework and licence provisions
- work planning processes
- workplace health and safety (WHS) regulations/requirements, equipment, material and personal safety requirements
- enterprise quality systems and processes
- worksite environmental procedures and key constraints
- worksite environment control measures

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

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- identifying quality procedures and needs
- identifying individual performance indicators
- monitoring and adjusting performance indicators to meet changing circumstances
- satisfying performance indicators
- applying environmental control systems
- processing recommendations for change
- communicating effectively with others involved in or affected by the work.

Context of and specific resources for assessment

- This unit may be assessed in conjunction with other units which form part of a work role
- Assessment of this unit may be completed on the job or in a simulated work environment which reflects a range of quality processes and procedures
- The following should be made available:
 - a workplace or simulated workplace
 - situations requiring quality and environmental working practices
 - worksite or equivalent instructions on quality and environmental working practices
 - hazardous chemicals and/or dangerous goods information
 - materials, tooling and equipment and may include stationery, forms, business documents, job cards, internal memoranda and file notes.

Method of assessment

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying work process circumstances. Evidence of performance may be provided by customers, team leaders/members or other persons subject to agreed authentication arrangements.

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. 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 procedures	<p>Quality procedures may be contained in:</p> <ul style="list-style-type: none"> • worksite quality system documentation, work instructions, safe work procedures, product specifications, equipment maintenance schedules, technical procedures and adopted or specifically prepared standards
Performance indicators	<p>Performance indicators are to account for issues of time, quantity, quality and cost factors and may include:</p> <ul style="list-style-type: none"> • establishing time 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 and identifying processes to ensure a 'right first time' approach
Legislative requirements	<p>Legislative requirements include:</p> <ul style="list-style-type: none"> • state/territory legislation related to WHS and Australian Design Rules
Environmental requirements	<p>Environmental requirements are those established under law and by the enterprise, and coverage may include:</p> <ul style="list-style-type: none"> • dust control, water quality, wastewater management, chemicals handling, noise/vibration, fuel/oil handling and disposal, waste management and rehabilitation
Environmental control measures	<p>Environmental control measures may include:</p> <ul style="list-style-type: none"> • chemical management, dust suppression, water treatment, waste water processes, application of materials, compliance with noise/vibration standards and application of waste disposal procedures
Environmental reports and documents	<p>Environmental reports and documents may include:</p> <ul style="list-style-type: none"> • complaints register and incidental reporting procedures
Loss and damage incidents	<p>Loss and damage incidents may include:</p> <ul style="list-style-type: none"> • personal injury, loss and damage of plant, equipment and materials

RANGE STATEMENT

Communications	Communications may be: <ul style="list-style-type: none">• verbal, written, by telephone or by other means
Information/documents	Information/documents may include: <ul style="list-style-type: none">• manufacturer/component supplier specifications, enterprise operating procedures, supplier directories, parts catalogues, customer orders and industry/workplace codes of practice, material safety data sheets (MSDS) and HAZCHEM specifications

Unit Sector(s)

Unit sector	Common
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Co-requisite units

Not applicable.

Competency field

Competency field	Quality
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