Assessment Requirements for BSBMGT521
Plan, implement and review a quality assurance program
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Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Release 1</td>
<td>This version first released with BSB Business Services Training Package Version 1.0.</td>
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Performance Evidence

Evidence of the ability to:

- determine quality assurance objectives for the organisation based on analysis of the market context and strategic benefits
- identify and analyse information to define quality standards for products, services or processes including:
  - feedback and/or other information reflecting customer needs
  - current status of products and operations
- plan for and implement the quality assurance program including:
  - evaluating options
  - communicating effectively about quality assurance with people from diverse social cultural and ethnic backgrounds
  - providing training to contractors and staff
  - introducing changes to existing processes and practices to support quality
  - establishing processes to monitor and verify quality
  - developing and validating manuals and instructions
  - establishing record systems and maintaining records
- review the quality assurance program.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the influence of market projections and customer requirements on quality assurance objectives
- describe the influence of organisational culture and values on quality assurance objectives
• outline the processes and sources of information used to identify market projections and customer requirements
• explain change management techniques that can support the implementation of the quality assurance program.

**Assessment Conditions**

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

• workplace documentation and resources
• case studies and, where possible, real situations
• interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

**Links**