



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **FNSIGN402A Inspect quality of work**

**Revision Number: 1**

## FNSIGN402A Inspect quality of work

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to inspect the work done by a builder/repairer, apply quality standards to work, and protect customer property and interests.</p> <p>This unit may apply to job roles subject to licensing, legislative, regulatory or certification requirements so Commonwealth, State or Territory requirements should be confirmed with the relevant body.</p>
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### Application of the Unit

<b>Application of the unit</b>	<p>This unit has application to those job functions such as an insurance assessor and may be applied within organisations of various sizes and across a range of customer bases.</p>
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	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 performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and 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. Inspect work done by builder/repairer	1.1. Appropriate inspections are conducted safely and to ensure in-house quality systems and procedures are maintained/observed 1.2. Level of observation and inspection conducted is appropriate to the skill/experience of the staff member 1.3. Faults identified are brought to the repairer's attention in an appropriate manner for prompt correction
2. Apply quality standards to work	2.1. <b>Inspections</b> are conducted throughout the course of the work where required to ensure quality standards are maintained 2.2. Appropriate quality standards are applied during work completion to ensure the treatment of customer property meets industry and/or enterprise standards 2.3. Problems in work quality are recorded and referred to relevant staff
3. Protect customer property and interests	3.1. Possible damage to customer property is avoided through ensuring staff adherence to quality procedures and use of protective materials at all stages of the repair/service 3.2. Quality of work is reviewed to best serve the interests of the customer

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- communication skills to:
  - determine and confirm information, using questioning and active listening as required
  - liaise with others, share information, listen and understand
  - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
  - perform calculations related to achieving required outcomes
  - access and update records electronically
  - access web-based information services
- effective interpersonal skills
- organisational skills, including the ability to plan and sequence work
- negotiation skills
- reporting skills
- literacy skills to read and interpret technical documents, insurance claims forms and related documents

#### Required knowledge

- comprehensive knowledge of enterprise activity, processes and work quality expected relevant to application
- occupational health and safety (OHS) requirements
- effective communication/feedback principles
- quality assurance principles
- relevant technical knowledge

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>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.</p>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• carry out inspections safely and effectively</li> <li>• interpret and comply with legislative and regulatory requirements, organisation operating procedures and relevant code of practices</li> <li>• inspect work done by builder/repairer</li> <li>• apply standards to work and protect customer's property and interests.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment</li> <li>• access to and the use of a range of common office equipment, technology, software and consumables</li> <li>• access to organisation records</li> <li>• access to organisational policies and procedures.</li> </ul>
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency</li> <li>• observing processes and procedures in workplaces</li> <li>• verbal or written questioning on underpinning knowledge and skills</li> <li>• evaluating samples of work</li> <li>• accessing and validating third party reports.</li> </ul>
<b>Guidance information for assessment</b>	

## 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.

***Inspections*** may be:

- periodic inspection during the job
- observation at completion of the job
- quality inspections to check that:
  - all ordered materials/parts have been appropriately used/fitted
  - components used meet supplier/manufacture specifications
  - invoicing complies with service/repair/parts order
  - invoicing contains sufficient details of labour and/or components used
  - reported and diagnosed problems have been confirmed as rectified via appropriate test procedures
  - presentation of the vehicle after service/repairs meets manufacturer and enterprise standards
  - restoration of the building meets building standards and customer requirements
- appropriate protective materials may include:
  - seat covers, dust covers, mudguard covers
  - paints and coatings.

## Unit Sector(s)

<b>Unit sector</b>	Insurance general
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## Competency field

<b>Competency field</b>	
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## Co-requisite units

<b>Co-requisite units</b>		