



Australian Government

Department of Education, Employment and Workplace Relations

FPICOR4203B Monitor quality and product care procedures

Release: 1

FPICOR4203B Monitor quality and product care procedures

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit describes the outcomes required to coordinate and monitor quality of output and care of products and product supply procedures

General workplace legislative and regulatory requirements apply to this unit; however there are no specific licensing or certification requirements at the time of publication

This unit replaces FPICOR4203B Monitor quality and product care procedures

Application of the Unit

Application of the unit

The unit involves the monitoring of quality and product care procedures in a variety of work settings including a forest environment, saw mill, wood chip mill, veneer mill, board/plywood mill, timber treatment plants, downstream processing of timber, forest products factory, forest products sales and service, horticultural, domestic, local council, emergency services environment

The skills and knowledge required for competent workplace performance are to be used within the scope of the person's job and authority

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills This unit contains employability skills

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Coordinate quality procedures	<p>1.1. Applicable <i>Occupational Health and Safety</i> (OHS), <i>environmental</i>, <i>legislative</i> and <i>organisational requirements</i> relevant to the monitoring of quality and product care procedures are identified and followed</p> <p>1.2. <i>Quality system</i> procedures are applied to work, monitored and coordinated</p> <p>1.3. Product <i>visual inspection</i> is coordinated before processing or completion</p> <p>1.4. <i>Product specifications</i> are checked and coordinated</p> <p>1.5. <i>Communication</i> with others is established and maintained in line with OHS requirements</p>
2. Monitor and control product care	<p>2.1. <i>Product recovery</i> is planned to optimise the resource value and to <i>minimise waste</i></p> <p>2.2. Potential of materials to provide the highest <i>value added</i> return is planned</p> <p>2.3. <i>Species, timber structure, features</i> and <i>characteristics</i> assessment is monitored and reported as required by the enterprise</p> <p>2.4. Material <i>grading</i> is monitored and directed to best end use in line with industry standards as required by the enterprise</p> <p>2.5. Machinery and equipment maintenance is <i>monitored</i> and adjusted to minimise product waste</p> <p>2.6. Problems are immediately assessed and rectified to avoid repetition of lost product</p>
3. Control product supply quality	<p>3.1. Products are assessed for quality and customer specification requirements</p> <p>3.2. Product <i>despatch</i> preparation is monitored and controlled to ensure the prevention and minimisation of damage</p> <p>3.3. Products are supplied on time and to customer expectations</p> <p>3.4. Quality and product care procedures are <i>recorded and reported</i> in line with workplace procedures</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit

Required skills

- Technical skills sufficient to use and maintain relevant tools, machinery and equipment
- Communication skills and interpersonal techniques sufficient to interact appropriately with colleagues and others in the workplace
- Literacy skills sufficient to accurately record and report workplace information and maintain documentation
- Numeracy skills sufficient to estimate and measure and to calculate time required to complete a task
- Problem solving skills sufficient to identify problems and equipment faults and demonstrate appropriate response procedures

Required knowledge

- Applicable Commonwealth, State or Territory legislation, regulations, standards, codes of practice and established safe practices relevant to the full range of processes for monitoring of quality and product care procedures
- Environmental protection requirements, including the safe disposal of waste material
- Organisational and site standards, requirements, policies and procedures relevant to monitoring of quality and product care procedures
- Environmental risks and hazard identification
- Optimisation of timber
- Quality systems and supply coordination
- Product care and processing
- Established communication channels and protocols
- Problem identification and resolution strategies and common fault finding techniques
- Types of tools and equipment and procedures for their safe use and maintenance
- Appropriate mathematical procedures for estimating and measuring, including calculating time to complete tasks
- Procedures for recording and reporting workplace information

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

A person who demonstrates competency in this unit must be able to provide evidence that they can safely and efficiently monitor quality and product supply care procedures in line with organisational requirements

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to, and satisfy, all of the requirements of the elements of this unit and include demonstration of:

- following applicable Commonwealth, State or Territory legislative and regulatory requirements and codes of practice relevant to monitoring of quality and product care procedures
- following organisational policies and procedures relevant to monitoring of quality and product care procedures
- monitoring of quality and product supply care in line with environmental legislation and workplace procedures
- effective communication and safe work practices

Context of and specific resources for assessment

- Competency is to be assessed in the workplace or realistically simulated workplace
- Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints
- Assessment of required knowledge, other than confirmatory questions, will usually be conducted in an off-site context
- Assessment is to follow relevant regulatory or Australian Standards requirements
- The following resources should be made available:
 - workplace location or simulated workplace
 - materials and equipment relevant to undertaking work applicable to this unit
 - specifications and work instructions

Method of assessment

- Assessment must satisfy the endorsed Assessment Guidelines of the FPI11 Training Package
- Assessment methods must confirm consistency and

EVIDENCE GUIDE

accuracy of performance (over time and in a range of workplace relevant contexts) together with application of required knowledge

- Assessment must be by direct observation of tasks, with questioning on required knowledge and it must also reinforce the integration of employability skills
- Assessment methods must confirm the ability to access and correctly interpret and apply the required knowledge
- Assessment may be applied under project-related conditions (real or simulated) and require evidence of process
- Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances
- Assessment may be in conjunction with assessment of other units of competency
- The assessment environment should not disadvantage the candidate
- Assessment practices should take into account any relevant language or cultural issues related to Aboriginality, gender or language backgrounds other than English
- Where the participant has a disability, reasonable adjustment may be applied during assessment
- Language and literacy demands of the assessment task should not be higher than those of the work role

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. **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.

OHS requirements: are to be in line with applicable Commonwealth, State or Territory legislation and regulations, and

RANGE STATEMENT

organisational safety policies and procedures, and may include:

- personal protective equipment and clothing
- safety equipment
- first aid equipment
- fire fighting equipment
- hazard and risk control
- fatigue management
- elimination of hazardous materials and substances
- safe forest practices including required actions relating to forest fire
- manual handling including shifting, lifting and carrying
- machine isolation and guarding
- legislation
- organisational policies and procedures
- workplace practices

Environmental requirements may include:

Legislative requirements:

are to be in line with applicable Commonwealth, State or Territory legislation, regulations, certification requirements and codes of practice and may include:

- award and enterprise agreements
- industrial relations
- Australian Standards
- confidentiality and privacy
- OHS
- the environment
- equal opportunity
- anti-discrimination
- relevant industry codes of practice
- duty of care

Organisational requirements may include:

- legal
- organisational and site guidelines
- policies and procedures relating to own role and responsibility
- quality assurance
- procedural manuals
- quality and continuous improvement processes and standards

RANGE STATEMENT

- OHS, emergency and evacuation procedures
 - ethical standards
 - recording and reporting requirements
 - equipment use and maintenance and storage requirements
 - environmental management requirements (waste disposal, recycling and re-use guidelines)
- Quality systems** may include:
- enterprise based systems
 - second party certification
 - third party certification
 - ISO9000 series
 - other regulatory systems
- Visual inspection** may include:
- assessing the appropriateness of features
 - contamination
 - timber colours
 - insect attack
 - surface finishes
 - loose surfaces
 - bubbles
 - holes
 - breakages
 - machine caused defects
- Product specifications** may include:
- specifications set for optimisation of timber set in line with the available resource
 - customer requirements
 - industry standard cross sections and lengths
 - enterprise standards
- Communication** may include:
- verbal and non-verbal language
 - constructive feedback
 - active listening
 - questioning to clarify and confirm understanding
 - use of positive, confident and cooperative language
 - use of language and concepts appropriate to individual social and cultural differences
 - control of tone of voice
 - body language
- Product recovery** is to include:
- recovering logs or converting logs into useable boards without damage or loss of

RANGE STATEMENT

- product
- Minimising waste may include:**
- appropriately assessing timber for recovery
 - maximising product or resource use
 - recycling defective product, off cuts and residue in line with organisational guidelines
- Value adding** is to include:
- maximising use of the product or resource
 - minimising waste
 - optimising the use of natural resources
- Species** may include:
- native
 - imported species
- Timber structures** may include:
- hardwood or softwood cell structured timber
- Features** may include:
- warp
 - wane
 - cupping
 - shakes
 - insect defects
 - knots
 - resin pockets
- Characteristics** may include:
- colour
 - density
 - texture
 - grain
 - figure
 - qualities
 - uses
- Grading**
- is the process of visually inspecting logs or timber to classify their quality and use
- Monitoring machinery and equipment maintenance may include:**
- minimising:
- the impact of their use on the environment
 - carbon emissions
- Despatch**
- is the sending out of products relating to a customer order via various means of transport
- Records and reports** may include:
- monitoring quality and product supply care procedures
 - risk
 - hazards
 - incidents
 - equipment malfunctions

RANGE STATEMENT

and may be:

- manual
- using a computer-based system or another appropriate organisational communication system

Unit Sector(s)

Not Applicable

Competency field

Competency field Core