



Australian Government

ICTSAD504 Implement quality assurance processes for business solutions

Release: 1

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Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with ICT Information and Communications Technology Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to define and implement quality assurance processes and procedures to ensure that business solutions achieve quality performance expectations.

It applies to senior information and communications technology (ICT) staff in a range of areas that are required to ensure quality in ICT systems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Systems analysis and design

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Plan business quality assurance process | 1.1 Determine business quality performance expectations and benchmark standards 1.2 Develop business standards and guidelines for achieving each benchmark 1.3 Allocate strategic quality responsibilities for meeting business standards and guidelines according to business procedures 1.4 Document expectations, standards and benchmarks in a quality plan based on business documentation standards 1.5 Identify appropriate quality management systems guides, |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | <p>including quality management plan for complex activities</p> <p>1.6 Communicate quality policy and procedures to appropriate stakeholders</p> |
| 2. Implement quality policies and plans | <p>2.1 Write quality policy for business directive</p> <p>2.2 Create quality management plan for business solution</p> <p>2.3 Distribute quality management plan to key people for feedback</p> <p>2.4 Analyse feedback to determine if corrective action needs to be taken</p> <p>2.5 Make changes to quality management plan, if required, to incorporate corrective action</p> <p>2.6 Allocate key quality tasks and functions to appropriate person as per the quality management plan</p> <p>2.7 Establish and document a quality reporting and monitoring program</p> <p>2.8 Check and document skills of staff to ensure that they are able to meet the quality standards required</p> |
| 3. Control quality assurance processes | <p>3.1 Implement quality performance guidelines, procedures and processes as per the quality management plan</p> <p>3.2 Obtain stakeholder feedback, including client satisfaction to monitor implementation of quality processes</p> <p>3.3 Monitor quality process performance as per the quality management plan</p> <p>3.4 Report on monitoring of quality performance to key decision makers</p> <p>3.5 Identify and record breakdowns in the system and create corrective action requests</p> <p>3.6 Take immediate corrective action, where necessary</p> |
| 4. Improve quality | <p>4.1 Collect, analyse and measure quality performance results against benchmarks to determine if quality standards are being met</p> <p>4.2 Determine the frequency of quality breakdowns through corrective action requests in order to identify whether defects are isolated incidents or require a wider analysis and corrective action</p> <p>4.3 Determine corrective actions to be taken and assign responsibility for taking the action where appropriate</p> <p>4.4 Identify who will be responsible for quality improvement</p> <p>4.5 Implement corrective action solutions and measure</p> |

| ELEMENT | PERFORMANCE CRITERIA |
|---------|---|
| | performance 4.6 Review and adjust benchmark standards periodically in order to improve quality performance 4.7 Document quality performance results and disseminate the information to stakeholders as appropriate 4.8 Review business procedures at predetermined schedules as part of a management review process and quality reporting function |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---|--|
| Reading | 1.6, 3.5, 4.1, 4.6, 4.8 | <ul style="list-style-type: none"> Critically analyses complex documentation from a variety of sources and consolidates information relating to specific criteria to determine requirements |
| Writing | 1.1, 1.2, 1.5, 2.1, 2.2, 2.5, 2.7, 2.8, 3.4, 4.6, 4.7 | <ul style="list-style-type: none"> Accurately records information and prepares correspondence and documentation using clear language and organisational formats and protocols Writes, edits and proofreads documents to ensure clarity of meaning, and accuracy and consistency of information |
| Oral Communication | 1.4, 3.4, 4.7 | <ul style="list-style-type: none"> Uses collaborative and inclusive techniques, including active listening and questioning, and reading of verbal and non-verbal signals to convey and clarify information and to confirm understanding |
| Navigate the world of work | 1.1-1.3, 1.5, 2.1, 2.5, 2.6, 3.1, 3.3, 4.8 | <ul style="list-style-type: none"> Modifies or develops organisational policies and procedures to comply with legislative requirements and organisation goals Seeks to improve policies and procedures to better meet organisational goals Contributes to roles and responsibilities of self and others |
| Interact with others | 1.3, 1.4, 2.3, 2.6, 2.8, 3.2, 3.4, 3.5, 4.3, 4.4, 4.7 | <ul style="list-style-type: none"> Selects, implements and seeks to improve protocols governing communications to clients and co-workers in a range of work contexts Implements strategies for a diverse range of colleagues and clients in order to build rapport and |

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| | | foster strong relationships <ul style="list-style-type: none"> Elicits feedback and provides feedback to others in order to improve self or workgroup behaviours |
| Get the work done | 1.2-1.3, 2.2, 2.4, 2.7, 3.1-3.3, 3.5, 3.6, 4.1-4.8 | <ul style="list-style-type: none"> Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others taking into account capabilities, efficiencies and effectiveness Monitors progress of plans and schedules, and reviews and changes them to meet new demands and priorities Responds intuitively to problems requiring immediate resolution, drawing on past experiences to focus on the cause of a problem rather than the symptom Investigates new and innovative ideas as a means to continuously improve work practices and processes through consultation, and formal and analytical thinking Uses and investigates new digital technologies and applications to manage and manipulate data, and communicate effectively with others in a secure and stable digital environment |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|--------------------|
| ICTSAD504 Implement quality assurance processes for business solutions | ICASAD504A Implement quality assurance processes for business solutions | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

