



**Australian Government**

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

# **LMFSS3003A Resolve quality and compliance issues**

**Revision Number: 1**

## LMFSS3003A Resolve quality and compliance issues

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	This unit covers the resolving of routine quality and compliance issues in the fabrication, assembly and installation of security screens and grills.
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### Application of the Unit

<b>Application of the unit</b>	This unit supports the attainment of skills and knowledge required for competent workplace performance in furnishing operations of all sizes. The resolution of quality and compliance issues applies to a factory/onsite environment and involves application of skills and knowledge at a trade and, in some cases, production worker level. These skills and knowledge are to be used within the scope of the individual's job and authority.
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<b>Prerequisite units</b>	Nil	

## 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. Plan and prepare	<p>1.1. Applicable <i>OHS, legislative</i> and <i>organisational</i> requirements relevant to <i>quality or compliance issues</i> in the manufacturing and installation of security screens and grills are verified and complied with</p> <p>1.2. <i>Instructions</i> and/or plans are read and interpreted to identify the process required to complete work tasks</p> <p>1.3. Tools and equipment selected to carry out tasks are consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencement</p> <p>1.4. Materials appropriate to the work application are identified, obtained, prepared, safely handled and located ready for use</p> <p>1.5. Workplace environment considerations are identified and measures to reduce noise, dust and obstacles are applied</p>
2. Identify quality and/or compliance issues	<p>2.1. Define and determine the issues to be investigated</p> <p>2.2. Assess the issues to determine whether it is a defect in workmanship, process or material</p> <p>2.3. Objectively identify and document current conditions of hardware, software, user or procedure</p> <p>2.4. Provide a verbal and/or written report in accordance with organisation policy on the nature of the problem and probable cause</p>
3. Recommend solutions to resolve issues identified	<p>3.1. Identify hardware, software, user or procedural quality and/or compliance area(s) to appropriate person in the organisation</p> <p>3.2. Identify and rank potential solutions to resolve the issue(s)</p> <p>3.3. Determine in accordance with organisational policy whether the issue can be resolved at current or higher level</p> <p>3.4. Select the solution to fix the issue or refer to appropriate person for decision</p> <p>3.5. The implementation of the recommended solution is planned together with an evaluations strategy to assess the solutions' effectiveness</p> <p>3.6. Verbal and/or written report is submitted in accordance with organisational requirements recommending action to be taken and/or advising</p>

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	action taken and outcome
4. Clean up	4.1. Work area is cleared and materials disposed of, reused or recycled in accordance with organisational requirements 4.2. Tools and equipment are cleaned, checked, maintained and stored in accordance with organisational requirements

## 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 work orders, basic plans and safety procedures
- communicate ideas and information to enable confirmation of work requirements and specifications, coordination of work with site supervisor, other workers and customers, and the reporting of work outcomes and problems
- work with others and in a team by recognising dependencies and using cooperative approaches to optimise work flow and productivity
- use pre-checking and inspection techniques to ensure the tools are serviceable and ready to use and avoid re-work and wastage
- identifying quality problems and equipment faults and demonstrate appropriate response procedures
- recognise and respond to circumstances outside instructions or personal competence
- plan and organise activities including the preparation and layout of own worksite and the obtaining and use of tools and materials to avoid any backtracking, work flow interruptions or wastage
- initiate new ideas or work methodologies
- use mathematical ideas and techniques to correctly complete measurements, calculate area and estimate other material requirements
- complying with legislation, regulations, standards, codes of practice and established safe practices and procedures for manufacturing/installing security screens and grills
- clarify and confirm work instructions
- plan own work within the given task parameters
- apply systematic and effective time management
- accept responsibility for given tasks
- set, monitor and satisfy personal work goals
- satisfy the competency requirements for the job
- maintain current knowledge of problem solving tools and materials
- maintain current knowledge of security screens and grills manufacturing and installation techniques
- seek learning opportunities
- use the workplace technology related to the selection, fabrication, preparation and operator maintenance of security screens and grills hand and power tools including calculators and measuring devices

#### Required knowledge

- State or Territory OHS legislation, regulations, standards and codes of practice

**REQUIRED SKILLS AND KNOWLEDGE**

- relevant to the full range of processes for manufacturing and installing security screens and grills
- organisational and site standards, requirements, policies and procedures for manufacturing and installing security screens and grills
  - environmental protection requirements relating to the disposal of waste material
  - established communication channels and protocols
  - problem identification and resolution
  - current industry practices
  - types of tools and equipment and procedures for their safe use, operation and maintenance
  - characteristics of steel and aluminium products and defects
  - procedures for the recording, reporting and maintenance of workplace records and 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.

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

- Location, interpretation and application of relevant information, standards and specifications
- Comply with legislation, regulations, standards, codes of practice and established safe practices and procedures for fault rectification
- Communicate effectively and work safely with others in the work area
- Compliance with enterprise policies and procedures including quality requirements
- Inspect and assess of a minimum of three separate and different quality and two compliance issues and have recommendations accepted
- Safe and effective operational use of tools and equipment

#### Context of, and specific resources for assessment

- The application of 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 essential underpinning knowledge, other than confirmatory questions, will usually be conducted in an off-site context
- Assessment is to comply with relevant regulatory or Australian Standards requirements
- The following resources should be made available:
  - workplace location or simulated workplace
  - materials and equipment relevant to rectifying quality and compliance issues in the manufacturing and/or installation of security screens and grills
  - specifications, standards and work instructions

#### Method of assessment

Assessment must satisfy the endorsed assessment guidelines of the Furnishing Industry Training Package

Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge



**EVIDENCE GUIDE**

Assessment methods must be by direct observation of tasks and include questioning on underpinning knowledge to ensure its correct interpretation and application

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

## 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.

#### OHS requirements

- are to be in accordance with Commonwealth, State or Territory legislation and regulations, organisational safety policies and procedures. Requirements may include but not be limited to the use of personal protective equipment and clothing, fire fighting equipment, first aid equipment, hazard and risk control and elimination of hazardous materials and substances, manual handling including lifting and carrying.

#### Legislative requirements

- are to be in accordance with applicable legislation from all levels of government that affect organisational operation. Requirements may include but not be limited to 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 and heritage.

#### Organisational requirements

- may include but not be limited to 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, OHS, emergency and evacuation, ethical standards, recording and reporting, access and equity principles and practices, equipment use, maintenance and storage, environmental management (waste disposal, recycling and re-use guidelines)

#### Quality or compliance issues

- may involve hardware, software, user and/or procedural quality or compliance issues that increase wastage, rework and/or increase production/installation time, and may also involve defective or inappropriate materials

<b>RANGE STATEMENT</b>	
	and/or equipment.
<b>Instructions</b>	<ul style="list-style-type: none"> <li>• Workplace procedures relating to the use and operation of tools and equipment</li> <li>• Workplace instructions, including job sheets, plans, specifications, legal compliance requirements, drawings and designs</li> <li>• Workplace procedures relating to reporting and communication</li> <li>• Manufacturer instructions for the use of equipment and materials</li> </ul>

### Unit Sector(s)

<b>Unit sector</b>	Security Screens and Grills (SS)
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### Competency field

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

<b>Co-requisite units</b>		