



**Australian Government**

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

# **LMTGN5002B Coordinate quality assurance for textiles clothing and footwear products and services**

**Release: 1**

## **LMTGN5002B Coordinate quality assurance for textiles clothing and footwear products and services**

### **Modification History**

Not applicable.

### **Unit Descriptor**

**Unit descriptor** This unit covers the skills and knowledge to coordinate quality assurance of textiles, clothing and footwear (TCF) products and services.

## Application of the Unit

### Application of the Unit

The unit applies to coordination of quality assurance to ensure goods and services meet quality standards. Supplier in this unit may refer to a supplier to the organisation, or where the organisation is the supplier.

Work may be conducted in small to large scale enterprises and may involve individual and team activities.

The application of this unit is according to OHS practices of the enterprise and workplace practices, which may include:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- standard operating procedures
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling

This unit requires the application of skills associated with communication to interpret and evaluate supply and production specifications and quality information, negotiate procedures, and to document procedures and specifications. Planning and organising, initiative and enterprise and problem solving are also required to establish and coordinate quality assurance mechanisms and learning is applied to maintain currency of knowledge with regards to quality standards and processes.

## Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

### Prerequisites

## Employability Skills Information

**Employability Skills** This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Not applicable.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Assess own or supplier quality	<p>1.1 Assessment and evaluation of own or supplier capability and quality system is conducted.</p> <p>1.2 Processes for production and delivery of goods or services are evaluated.</p> <p>1.3 Recommendations concerning assessed ability to comply with <b>quality standards</b> are made according to <b>OHS practices</b> and quality accreditation requirements where relevant.</p>
2 Establish quality assurance procedures with supplier or customer	<p>2.1 Specifications of goods and services to be supplied are identified and documented.</p> <p>2.2 Precise quality requirements are confirmed with supplier or customer.</p> <p>2.3 Agreed <b>quality assurance</b> system is negotiated.</p> <p>2.4 Delivery dates are agreed.</p> <p>2.5 Verification method, systems and procedures for dispute settlement are established and agreed.</p> <p>2.6 Recording system for products or services that ensures traceability, where required, is established.</p>
3 Check for conformance to specifications	<p>3.1 Conformance of materials or products to quality standards is established against specifications.</p> <p>3.2 Checks of quality of materials, services or equipment delivered are coordinated.</p> <p>3.3 Corrective action is initiated, where applicable, to obtain or maintain desired quality.</p>
4 Maintain records	<p>4.1 Records are maintained and reports prepared, where necessary.</p>

## **Required Skills and Knowledge**

### **REQUIRED SKILLS AND KNOWLEDGE**

This describes the essential skills and knowledge and their level

Demonstrates knowledge of:

- quality standards, codes of practice, policies and procedures
- production processes, materials and products
- characteristics of materials, products services and equipment provided by external suppliers
- appropriate quality methodologies; their capabilities, limitations and applicability
- relevant measurement techniques and quality checking procedures
- quality assurance principles and agreements
- quality standards and practices
- OHS practices, including hazard identification and control measures
- workplace practices
- recording and reporting practices

Demonstrates skills to:

- interpret quality assurance agreements, standards and service requirements
- liaise and negotiate with suppliers or customers
- use quality management systems and processes
- monitor conformance of products or services
- carry out visual inspections of materials, component parts and final products
- carry out measurements and inspections
- communicate effectively individuals, work groups and supervisors
- prepare and present reports, specifications and quality assurance agreements
- read, interpret and follow information on work specifications, standard operating procedures and work instructions, and other reference material
- maintain accurate records
- sequence operations
- meet specifications
- clarify and check task-related information
- carry out work according to OHS practices

## Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

<b>Critical aspects of evidence</b>	Demonstrates skills and knowledge to: <ul style="list-style-type: none"><li>• interpret specifications and quality standards</li><li>• liaise and negotiate with suppliers and customers on quality issues</li><li>• interpret the results of quality assessments in terms of specifications and quality standards</li><li>• take required action where suppliers are found to be in breach of quality assurance agreements</li><li>• maintain accurate records</li></ul>
<b>Consistency in performance</b>	Consistently applies skills and knowledge when: <ul style="list-style-type: none"><li>• organising work</li><li>• completing tasks according to instructions</li><li>• working systematically with attention to detail</li><li>• identifying improvements and avoiding damage</li><li>• using workplace practices</li><li>• using OHS practices</li><li>• recording and reporting accidents and incidents</li><li>• assessing operational readiness of equipment</li><li>• recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions</li></ul>
<b>Resource implications</b>	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
<b>Context for assessment</b>	Assessment may occur on the job or in an appropriately simulated environment.
<b>Interdependent assessment</b>	This unit may be assessed independently or in combination with other relevant units.

## 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. Add any 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.

Legislative/regulatory requirements	All work must comply with relevant Federal and State or Territory legislative or regulatory requirements.
Quality standards may relate to	<ul style="list-style-type: none"><li>• materials</li><li>• component parts</li><li>• final products</li><li>• services</li><li>• production processes</li></ul>
Quality assurance may include	<ul style="list-style-type: none"><li>• monitoring conformance with specifications</li><li>• reporting of variances</li><li>• consulting and liaising with suppliers and other functional areas</li><li>• evaluating supplier capabilities</li><li>• preparing reports and other documentation</li><li>• monitoring and reviewing procedures</li><li>• inspections</li><li>• audits of compliance with quality control guidelines</li></ul>
OHS practices	<p>OHS practices include hazard identification and control, risk assessment and implementation of risk reduction measures specific to the tasks described by this unit, and may relate to:</p> <ul style="list-style-type: none"><li>• manual handling techniques</li><li>• standard operating procedures</li><li>• personal protective equipment</li><li>• safe materials handling</li><li>• taking of rest breaks</li><li>• ergonomic arrangement of workplaces</li><li>• following marked walkways</li><li>• safe storage of equipment</li><li>• housekeeping</li><li>• reporting accidents and incidents</li><li>• environmental practices</li></ul>

## **Unit Sector(s)**

**Sector** All