



Australian Government

Assessment Requirements for MEM15011 Exercise external quality assurance

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MEM15011B Exercise external quality assurance

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria on at least two (2) occasions and include:

- following work instructions, standard operating procedures (SOPs) and safe work practices
- identifying and interpreting relevant drawings, specifications, instructions and appropriate documentation
- negotiating and agreeing on a quality assurance system
- implementing a system for recording and tracing products or services procured
- checking products/materials or services provided for conformance to documented requirements/specifications
- assessing and evaluating supplier capability to provide the required product/material or service
- evaluating supplier quality systems and supplier goods or services
- reporting on assessment and evaluation of suppliers.

Knowledge Evidence

Evidence required to demonstrate the required knowledge for this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- exact quality requirements of the product/material to be supplied
- procedures to be followed to ensure the supplier understands the quality requirements
- requirements of a quality assurance system to ensure the supplied product/material conforms to the quality requirements
- procedures for negotiating agreements with suppliers
- procedures for verifying that the agreed quality assurance system is being utilised by the supplier
- techniques for dispute resolution
- procedures for recording procured products or services
- means and reasons for tracing procured products or services
- specifications of the product/material to be supplied or service to be provided
- variations from documented requirements/specifications

- procedures for assessing/evaluating a supplier's capability to supply the required product/material or service
- procedures for evaluating a supplier's quality system
- procedures for evaluating a supplier's goods or services
- equipment and techniques required to carry out the evaluation procedures.

Assessment Conditions

- Assessors must:
 - have vocational competency in exercising external quality assurance at least to the level being assessed with relevant industry knowledge and experience
 - satisfy the assessor requirements in the *Standards for Registered Training Organisations 2015* or its replacement and comply with the *National Vocational Education and Training Regulator Act 2011*, its replacement or equivalent legislation covering VET regulation in a non-referring state/territory as the case requires
- Where possible assessment must occur in operational workplace situations. Where this is not possible or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment that reflects realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>