



**Australian Government**

# **MEM15019 Conduct a field inspection**

**Release: 1**

# MEM15019 Conduct a field inspection

## Modification History

Release 1. Supersedes and is equivalent to MEM15019B Conduct a field inspection.

## Application

This unit of competency defines the skills and knowledge required to conduct a trade measurement field inspection on trader's premises and is designed for those performing trade measurement inspection activities in trading environments.

It is applied to trade measurement inspections involving pre-packed articles, auditing servicing licensees, public weighbridges, investigating consumer complaints, examining trading practices, performing verification/certification and in-service inspection.

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

Band: B

Unit Weight: 12

## Pre-requisite Unit

MEM09002 Interpret technical drawing

MEM11011 Undertake manual handling

MEM12003 Perform precision mechanical measurement

MEM12004 Perform precision electrical/electronic measurement

MEM12005 Calibrate measuring equipment

MEM12023 Perform engineering measurements

MEM13003 Work safely with industrial chemicals and materials

MEM13015 Work safely and effectively in manufacturing and engineering

MEM15004 Perform inspection

MEM15005 Select and control inspection processes and procedures

MEM15015 Examine trading practices

MEM15016 Inspect pre-packed articles

MEM15017 Use and maintain reference standards

MEM15018 Investigate consumer complaints

MEM16002 Conduct formal interviews and negotiations

MEM16004 Perform internal/external customer service

MEM16006 Organise and communicate information

MEM18001 Use hand tools

MEM18002 Use power tools/hand held operations

## Competency Field

Quality

### Elements and Performance Criteria

| <b>Elements</b>   | <b>Performance Criteria</b>  |
|---|--|
| <i>Elements describe the essential outcomes.</i>              | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>   |
| 1. Develop a work plan to conduct field inspections           | 1.1 Follow standard operating procedures (SOPs)<br>1.2 Comply with work health and safety (WHS) requirements at all times<br>1.3 Identify traders for inspection in accordance with organisational priorities<br>1.4 Schedule routine field inspections to complement other inspection activities whilst maximising organisational efficiencies and effectiveness<br>1.5 Identify and access appropriate equipment<br>1.6 Make specific inspection arrangements with the trader<br>1.7 Research relevant reference and/or technical information and trader history |
| 2. Maintain test equipment during a field inspection          | 2.1 Transport test equipment in accordance with manufacturers' specifications and organisational procedures<br>2.2 Operate test equipment within manufacturers' specifications<br>2.3 Report failures and repairs of test equipment in accordance with organisational procedures   |
| 3. Conduct initial on-site assessment of the trading premises | 3.1 Undertake surveillance of the trading premises to evaluate the trading practices in use<br>3.2 Explain the purpose of the inspection to the trader or responsible person after the officer has established their identity<br>3.3 Identify measuring instruments used for trade and plan the inspection with minimal disruption to the trader<br>3.4 Identify locations for product return or disposal for later use  |
| 4. Inspect instruments and trading practices                  | 4.1 Select measuring instruments for inspection in accordance with organisational guidelines<br>4.2 Use test equipment in accordance with organisational procedures, taking into consideration WHS factors<br>4.3 Conduct relevant test procedures for verification and in-service   |

| <b>Elements</b>  | <b>Performance Criteria</b>  |
|--|--|
| <i>Elements describe the essential outcomes.</i>         | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>   |
|  | inspection<br>4.4 Conduct inspection of pre-packed articles<br>4.5 Identify trading practices and take action to remedy any non-compliance   |
| 5. Undertake an investigation where a breach is detected | 5.1 Gather evidence relating to the breach<br>5.2 Interview trader and witnesses for supporting evidence<br>5.3 Maintain chain of evidence   |
| 6. Complete documentation for inspection                 | 6.1 Record instrument and trader information for the organisation's information system<br>6.2 Complete inspection documentation in accordance with organisational procedures   |
| 7. Advise trader of inspection outcomes                  | 7.1 Advise the trader of instrument test, pre-packed article and trading practice results<br>7.2 Discuss the trader's enquiries and concerns, providing accurate and current information<br>7.3 Explain legislative requirements, obligations and possible corrective solutions to the trader<br>7.4 Advise the trader of reporting procedures and possible outcomes for any detected breaches<br>7.5 Plan follow-up activities based on inspection outcomes |

## Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the

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| candidate, accessibility of the item, and local industry and regional contexts) are included. |  |
| Reference materials include one or more of the following:                                     | <ul style="list-style-type: none"> <li>• enabling legislation</li> <li>• uniform test procedures</li> <li>• organisational policies and procedures</li> <li>• WHS</li> <li>• enforcement policies.</li> </ul>  |
| Technical information and trader history includes one or more of the following:               | <ul style="list-style-type: none"> <li>• organisation's databases</li> <li>• business/company details.</li> </ul>  |
| Trading practices include one or more of the following:                                       | <ul style="list-style-type: none"> <li>• advertising</li> <li>• over the counter sales</li> <li>• correct use of measuring instruments</li> <li>• method of sale of goods</li> <li>• positioning of instruments</li> <li>• environmental factors</li> <li>• suitability of instrument</li> <li>• over-pricing</li> <li>• incorrect measurement.</li> </ul> |
| Test equipment includes one or more of the following:   | <ul style="list-style-type: none"> <li>• specific test equipment</li> <li>• reference standards</li> <li>• safety equipment</li> <li>• product handling equipment.</li> </ul>  |
| WHS considerations include one or more of the following:                                      | <ul style="list-style-type: none"> <li>• storage of test equipment</li> <li>• site/premises conditions</li> <li>• disposal of dangerous materials</li> <li>• storage of seized equipment</li> <li>• specific safety equipment and clothing.</li> </ul>   |
| Non-compliance includes one or more of the following:   | <ul style="list-style-type: none"> <li>• short measure</li> <li>• over-pricing</li> <li>• incorrect marking of packages.</li> </ul>  |
| Documentation includes one or more of the following:  | <ul style="list-style-type: none"> <li>• organisational forms</li> <li>• notices</li> <li>• field books</li> <li>• evaluation form or report</li> <li>• fees</li> <li>• servicing licensee forms</li> <li>• educational material/brochures.</li> </ul>   |

## Unit Mapping Information

Release 1. Supersedes and is equivalent to MEM15019B Conduct a field inspection.

## Links

Companion Volume implementation guides are found in VETNet -

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