



Australian Government

Assessment Requirements for MEM30024 Participate in quality assurance techniques

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MEM30024A Participate in quality assurance techniques.

Performance Evidence

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

- participating in quality assurance programs on at least two occasions
- interpreting and applying quality standards and procedures
- monitoring and reporting on quality
- using designated process improvement analytical tools on at least two occasions
- assisting in implementing approved improvement strategy or strategies.

Note: Where a volume and/or frequency is not specified, demonstration must be provided at least once.

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:

- importance of quality
- key principles of quality improvement programs
- influence of variation
- use and application of Australian Standards and International Organization for Standardization (ISO) 9000
- quality policy
- quality manuals
- quality procedures
- quality definitions
- purpose of quality audits
- simple sampling techniques and possible sources of sampling error and bias
- simple statistical tools
- process improvement tools
- analytical tools
- problem solving techniques including:
 - process flow charts, interpretation and construction of simple case
 - cause and effect diagrams and fault trees

- root cause analysis (RCA)
- Pareto diagrams.
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Assessment Conditions

- Assessors must:
 - have vocational competency in participating in quality assurance techniques 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 that 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.
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Links

Companion Volume implementation guides are found in VETNet -

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