CARAVAN INDUSTRY NATIONAL COMPETENCY STANDARDS

GENERAL
QUALITY ASSURANCE

Unit THCGQA01A
Apply Quality Standards and Procedures

Unit Descriptor	This unit deals with the skills and knowledge necessary for the application of quality standards and procedures within tourism, hospitality and caravan industry enterprises.

Element		Performance Criteria
1	**Interpret quality standards**	• Workplace standards are identified and interpreted. • Organisation quality requirements are identified and understanding is confirmed. • All documentation is handled and completed in accordance with organisation procedures.
2	**Apply quality standards**	• Standards are applied for individual and team related activities. • Performance is compared to documented requirements. • Non-compliance to quality standard is detected.
3	**Report on workplace quality performance**	• Quality system documentation is completed. • All relevant data is recorded. • Instances of non-compliance are recorded in standard format. • Recommendations for improving workplace procedures/services/activities are communicated to appropriate personnel.
4	**Participate in quality improvement**	• Performance monitoring to ensure product or service standards are maintained or improved is continued. • Participation in organisation quality improvement processes occurs where applicable.

Range of Variables

- This unit applies to all sectors of the tourism and hospitality industry

- Documentation may include:
  - processes and procedures
  - organisation mission statement, goal and objective
  - reports
  - checklists
  - customer feedback forms
  - non-compliance record.

- Appropriate personnel may include:
  - manager/owner
  - supervisor
  - quality team leader/co-ordinator.

- Standards and quality requirements are those applicable to the ongoing operation and improvement of systems, processes and procedures within an enterprise.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - organisation standards and quality requirements
    - related documentation
    - application of required standards
    - interpretation of standards
    - monitoring of performance
    - comparison of performance with requirements
    - preparation and presentation of recommendation.

Context of Assessment:

- This unit can be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through simulation. This should be supported by a range of methods with access to all necessary equipment and materials to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to:
    - detect errors and independently take appropriate action
    - make suggestions for improvements to quality standards and specifications
    - promote the quality concept within the workplace
    - operate as a member of a workplace team
    - communicate openly in the monitoring of procedures and quality practices.

Linkages to Other Units:

- Combined training/assessment may be appropriate.

- This unit may be delivered/assessed in conjunction with other related units of competence.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	2
Using Technology	1

Unit THCGQA02A

Implement and Monitor Continuous Improvement Systems and Processes

Unit Descriptor	This unit deals with the skills and knowledge necessary to manage the continuous improvement process in achieving the organisation's quality objectives. This unit relates to Generic Management Competency Standards for Frontline Management (#9).

Element	**Performance Criteria**
1 **Implement continuous improvement systems and processes**	• Team members are actively encouraged and supported to participate in decision making processes and to assume responsibility and authority. • The organisation's continuous improvement processes are communicated to individuals/teams. • Mentoring and coaching support ensures that individuals/teams are able to implement the organisation's continuous improvement processes.
2 **Monitor, adjust and report performance**	• The organisation's systems and technology are used to monitor progress and to identify ways in which planning and operations could be improved. • Customer service is strengthened through the use of continuous improvement techniques and processes. • Plans are adjusted and communicated to those who have a role in their development and implementation.
3 **Consolidate opportunities for further improvement**	• Individuals/teams are informed of savings and productivity improvements in achieving the business plan. • Work performance is documented and the information is used to identify opportunities for further improvement. • Records, reports and recommendations for improvement are managed within the organisation's systems and processes.

Range of Variables

- At this level managers will normally be engaged in a workplace context in which they:
  - have some autonomy for operation
  - work under limited guidance
  - may have broad guidance and autonomy if working in teams
  - have responsibility for others
  - may have team co-ordination responsibilities
  - apply a broad range of skills to a range of tasks/roles
  - operate in a variety of workplace contexts
  - are involved in some complexity in the choice of actions
  - use competencies within routines, methods and procedures
  - use some discretion and judgement in using resources, services and processes to achieve outcomes within time constraints.

- Management will normally operate in a relatively simple workplace environment in which they use the organisation's:
  - goals, objectives, plans, systems and processes
  - business performance plans
  - ethical standards
  - access and equity principles and practices
  - quality and continuous improvement processes and standards
  - defined resource limits.

- They use legislation, codes and national standards relevant to the workplace.

- A range of learning methods may be used, for example:
  - mentoring
  - coaching
  - exchange/rotation
  - action learning
  - shadowing
  - structured training programs.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - working with teams
  - communication skills
  - principles, philosophies and concepts of continuous improvement
  - mentoring and coaching
  - continuous improvement processes
  - monitoring (systems and technology)
  - customer service
  - planning change
  - innovation
  - documentation of performances
  - information management
  - interpretation of "results".

Context of Assessment:

- This unit can be assessed on or off the job. Assessment should include practical assessment either in the workplace or through simulation. This should be supported by a range of methods such as practical demonstrations, group discussion, role plays or case studies with access to all necessary equipment and material to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include an ability to:
  - explain the organisation's continuous improvement methods
  - use routine information appropriate to work responsibility
  - manage work effectively to achieve goals and results
  - monitor/introduce ways to improve performance
  - encourage ideas and feedback to improve processes
  - use effective consultative processes
  - promote available learning methods to assist colleagues
  - use simple information management systems
  - select and use available technology appropriate to the task.

Linkages to Other Units:

- There is a strong link between this unit and other units with a management focus and combined training/assessment may be appropriate. For example:
    - THGQA01A   Apply Quality Standards and Procedures.

- Training delivery and training resources developed to support this unit should address specific workplace requirements and training methodologies linking co-assessment and pre-requisites.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	2
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	2
Solving Problems	2
Using Technology	2