



Australian Government

Department of Education, Employment and Workplace Relations

RIIQUA201A Maintain and monitor site quality standards

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the maintenance and monitoring of site quality standards in the resources and infrastructure industries. It includes planning and preparing for quality work outcomes, applying quality systems to individual work activities, and monitoring and reporting quality standards on a worksite. Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the unit.

Application of the Unit

This unit is appropriate for those working in an assistant role at worksites within:

- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan, prepare for quality work outcomes	1.1. Access, interpret and apply <i>compliance documentation</i> including <i>quality standards</i> relevant to the work activity 1.2. Identify and agree on <i>performance indicators</i> for individual work with the appropriate persons 1.3. Ensure work is completed within time, quality, cost and productivity parameters 1.4. Plan work to facilitate the achievement of quality standards
2. Apply quality systems to individual work activities	2.1. Carry out work to relevant quality procedures 2.2. Adjust and agree on performance indicators to meet changing circumstances with appropriate personnel 2.3. Suggest and implement procedure improvements with relevant people including corrective actions 2.4. Complete <i>relevant quality documentation</i> in accordance with site requirements
3. Monitor and report quality standards on a worksite	3.1. Monitor quality of outputs and identify non-compliance 3.2. Monitor work processes, report incidents and apply local risk control processes to minimise quality non-compliance 3.3. Communicate information about variations in quality to <i>appropriate personnel</i>

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Specific skills are required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes the ability to carry out the following as required to maintain and monitor site quality standards:

- apply legislative, organisation and site requirements and procedures for maintaining and monitoring site quality standards
- maintain, monitor and recommend changes to system documents including reporting documents, work systems and/or plant
- solve problems, particularly in teams, paying particular attention to safety issues and adjusting performance indicators to reflect changed circumstances
- show initiative in adapting to changing work conditions or contexts particularly when working across a variety of work areas
- access, interpret and apply information on relevant organisation policies, procedures and instructions
- use mathematical ideas and techniques to complete quality documentation

Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes knowledge of the following as required to maintain and monitor site quality standards:

- site/enterprise quality systems and processes
- work planning processes
- technical and operational capability and limitations of resources and workplace equipment
- company and statutory guidelines, procedures and practices
- reporting procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:</p> <ul style="list-style-type: none"> • knowledge of the requirements, procedures and instructions for maintaining and monitoring site quality standards • implementation of requirements, procedures and techniques for the safe, effective and efficient completion of maintenance and monitoring of site quality standards • working with others to undertake and complete the maintenance and monitoring of site quality standards that meets all of the required outcomes • consistent timely completion of maintenance and monitoring of site quality standards that safely, effectively and efficiently meets the required outcomes.
Context of and specific resources for assessment	<ul style="list-style-type: none"> • This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills. • Assessment of this competency requires typical resources normally used in a resources and infrastructure sector environment. Selection and use of resources for particular worksites may differ due to the site circumstances. • The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of

	<p>assessment should not be greater than those required on the job.</p> <ul style="list-style-type: none"> • Customisation of assessment and delivery environment should sensitively accommodate cultural diversity. • Aboriginal people and other people from a non English speaking background may have second language issues. • Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required.
Method of assessment	<p>This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:</p> <ul style="list-style-type: none"> • written and/or oral assessment of the candidate's required knowledge • observed, documented and/or first hand testimonial evidence of the candidate's: <ul style="list-style-type: none"> • implementation of appropriate requirement, procedures and techniques for the safe, effective and efficient achievement of required outcomes • consistent achievement of required outcomes • first hand testimonial evidence of the candidate's: <ul style="list-style-type: none"> • working with others to undertake and complete the maintenance and monitoring of site quality standards
Guidance information for assessment	<p>Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.</p>

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. 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) may also be included.

Compliance documentation and quality standards may include:	<ul style="list-style-type: none"> • legislative, organisation and site requirements and procedures • manufacturer's guidelines and specifications • Australian standards • site management plans • code of practice, recognised standards or guidelines • approved code of practice • systems of health and safety • customer specifications • Employment and workplace relations legislation • Equal Employment Opportunity and Disability Discrimination legislation
Performance indicators may include:	<ul style="list-style-type: none"> • time parameters • quantity • productivity parameters • quality parameters • cost parameters • time targets for own work • criteria for evaluation of own work • measures to avoid wastage • criteria for measurement of internal and external customer satisfaction • processes to ensure 'right first time' approach
Relevant quality documentation may include:	<ul style="list-style-type: none"> • daily production reports • specific product or process reports or records
Appropriate personnel may include:	<ul style="list-style-type: none"> • those for whom one has responsibility • line managers • staff representatives • colleagues • customers • suppliers

Unit Sector(s)

Quality

Competency field

Refer to Unit Sector(s).

Co-requisite units

Not applicable.