



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **RTE5903A Plan, implement and review a quality assurance program**

**Release: 1**

## **RTE5903A Plan, implement and review a quality assurance program**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This competency standard covers the process of planning, implementing and reviewing a quality assurance program for an agricultural or horticultural enterprise. It requires the ability to determine quality assurance objectives for the enterprise, plan the quality assurance program, develop implementation strategies, implement the quality assurance program, and review the quality assurance program. Planning, implementing and reviewing a quality assurance program requires a knowledge of market projections and customer requirements, cost/benefit of quality assurance implementation, system analysis, enterprise culture and values, leadership and administrative skills, human resource induction and performance monitoring practices.

### **Application of the Unit**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

Not applicable.

### **Elements and Performance Criteria Pre-Content**

Not applicable.

## Elements and Performance Criteria

### Elements and Performance Criteria

Element	Performance Criteria
1 Determine quality assurance objectives for the enterprise	1.1 <b>Future market requirements</b> for quality assured products are assessed.
	1.2 Premiums for quality assurance products are determined.
	1.3 Strategic benefits of a quality assurance program are assessed.
2 Plan the quality assurance program and develop implementation strategies	2.1 Product quality standards are defined.
	2.2 Current status of products and operations is audited.
	2.3 <b>Industry quality assurance programs</b> are evaluated and costed.
	2.4 Required processes and practices are documented in the quality assurance program manual and an implementation plan is prepared.
3 Implement the quality assurance program	3.1 Instructions are documented defining task and process requirements.
	3.2 Contractor and staff training is established and implemented.
	3.3 <b>Communication</b> takes account of social, cultural and ethnic backgrounds.
	3.4 Changes to <b>processes and practices</b> are introduced.
	3.5 Processes to monitor and verify product quality are established.
	3.6 <b>Recording systems</b> are introduced.
	3.7 Operating instructions are validated under <b>conditions</b> to verify their suitability.
	3.8 Problems and issues are analysed and resolved appropriately, promptly and decisively.

- 4 Review the quality assurance program
  - 4.1 **Reporting formats** are established.
  - 4.2 **Mechanisms for gaining feedback** information are implemented.
  - 4.3 Preparation is made for quality assurance audits.

## **Required Skills and Knowledge**

Not applicable.

## Evidence Guide

### What evidence is required to demonstrate competence for this standard as a whole?

Competence in planning, implementing and reviewing a quality assurance program requires evidence that quality assurance programs have been successfully and appropriately established and managed in an agricultural or horticultural enterprise. The skills and knowledge required to plan, implement and review a quality assurance program must be **transferable** to a range of work environments and contexts. For example, this could include different rural enterprises and commodity areas.

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below:

market projections and customer requirements

cost/benefit of quality assurance implementation

system analysis, HAACCP or related processes

enterprise culture and values

leadership and administrative skills

human resources induction practices

human resources performance monitoring practices.

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some complementary skills are required. These skills include the ability to:

determine quality assurance objectives for the enterprise

plan the quality assurance program and develop implementation strategies

implement the quality assurance program

review the quality assurance program.

**What processes should be applied to this competency standard?**

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

1. How can **communication of ideas and information (3)** be applied?

Through interaction with staff and financial service providers.

2. How can **information be collected, analysed and organised (3)**?

Through analysis of enterprise business records and characteristics.

3. How are **activities planned and organised (3)**?

According to industry best practice and codes of practice.

4. How can **team work (3)** be applied?

In implementing quality assurance practices in the enterprise.

5. How can the use of **mathematical ideas and techniques (3)** be applied?

Through calculations associated with business record keeping systems and data analysis.

6. How can **problem-solving skills (3)** be applied?

Through the review and assessment of quality assurance program.

7. How can the **use of technology (3)** be applied?

In maintenance of records and use of computer software applications.

**Are there other competency standards that could be assessed with this one?**

This competency standard **could** be assessed on its own or in combination with other competencies relevant to the job function.

There is essential information about **assessing this competency standard for consistent performance** and **where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to the **Assessment Guidelines**. Further advice may also be sought from the relevant **sector booklet**.

## Range Statement

### Range of Variables

The Range of Variables explains the contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment requirements may depend on the work situations available

What <b>future market requirements</b> may be relevant to this competency standard?	The assessment of market requirements for quality products should include trends and directions from regional, domestic and overseas markets.
What <b>industry quality assurance programs</b> can be included?	Industry quality assurance programs will include programs developed by a range of entities including industry organisations and marketing authorities, processors, wholesalers/retailers and other stakeholders. Relevant programs include Cattlecare, Flockcare, Freshcare, Graincare and Proven Perfect.
What <b>communication</b> may be relevant to this competency standard?	Communication will be through a range of strategies relevant to the workplace and will include workplace meetings, signage, memoranda, newsletters and interviews.
Which <b>processes and practices</b> are relevant?	All processes and practices impacting on the quality of product produced will be relevant.
What <b>recording systems</b> may be included?	Recording systems will be effective in meeting the quality assurance arrangements established and relevant to the enterprise. They may be computer or non-computer based.
What <b>conditions</b> could be relevant to this competency standard?	Validation should be conducted under the full range of workplace operating conditions and cover variations in work throughput, personnel involved and environmental parameters.
What <b>reporting formats</b> can be used?	Reporting formats will be the responsibility of the enterprise consistent with the quality assurance objectives.
What <b>mechanisms for gaining feedback</b> may be relevant to this competency standard?	Feedback will be sourced from customers/purchasers, internal stakeholders, suppliers and other service providers.



For more information on contexts, environment and variables for training and assessment, refer to the Sector Booklet.

## **Unit Sector(s)**

Not applicable.