



Australian Government

Department of Education, Employment and Workplace Relations

TLIJ107C Apply quality procedures

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply quality procedures within work activities including applying quality concepts to work, planning and trialing improvements in work processes and implementing improvements confirmed through the trials.

Application of the Unit

Work must be carried out in accordance with the relevant regulations and workplace quality standards.

Work is performed under limited or minimum supervision, generally within a team environment. It involves the application of established routine procedures to ensure the quality of products and services in the transport and distribution industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Apply quality concepts	<ul style="list-style-type: none">1.1 Responsibility is taken for quality of own work when providing services or products to meet external and internal customer needs1.2 Work is completed in accordance with workplace standards as defined in enterprise policies and procedures1.3 Basic quality concepts are applied to work activities
2 Trial improvements	<ul style="list-style-type: none">2.1 Improvements to work processes are planned and trialled2.2 Trials of improvements to work processes are checked for improvement outcomes and compliance with workplace requirements
3 Implement improvements	<ul style="list-style-type: none">3.1 Improvement initiatives trialled and confirmed as successful are implemented in accordance with enterprise procedures3.2 Work is completed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Workplace quality assurance and improvement principles and procedures

Relevant OH&S procedures and guidelines

Housekeeping standards and procedures required in the workplace

Workplace or site layout

Focus of operation of work systems, equipment or management, site and organisational operating procedures

Typical quality-related problems that may arise in work operations and products, and related options for action and solutions

Impact of job on enterprise and individual performance

Required skills:

Communicate effectively with others when applying quality procedures and standards

Read and interpret instructions and information relevant to quality procedures and standards

Interpret and follow operational instructions and prioritise work

Complete documentation related to quality procedures and standards

Operate electronic communication equipment to required protocol

Work collaboratively with others when applying quality procedures and standards

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified quality-related problems in accordance with workplace procedures

Monitor work activities in terms of quality procedures and standards and take appropriate action where required

Modify quality assurance activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify and use equipment, processes and procedures required within the context of the job concerned

Evidence Guide

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

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.

The operations may be conducted:	in a range of work environments by day or night in a range of typical weather conditions
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in a range of work contexts and may include:	restricted spaces exposed conditions controlled or open environments exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles
Consultative processes may involve:	other workplace personnel management union representatives industrial relations personnel OH&S specialists other professional or technical staff
Communication in the work area may include:	phone electronic data interchange (EDI) fax email internet radio oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures

Information/documents may include:

quality assurance procedures and standards
relevant codes of practice and regulatory requirements
relevant Australian standards and certification requirements
workplace procedures and policies
manufacturers instructions concerning the use of equipment and/or materials
supplier and/or client instructions
material safety data sheets
award, enterprise bargaining agreement, other industrial arrangements
standards and certification requirements
OH&S policy and procedures
emergency procedures

Applicable regulations and legislation may include:

relevant codes of practice and regulatory requirements
relevant Australian standards and certification requirements
relevant state/territory OH&S legislation
relevant state/territory environmental protection legislation
workplace relations regulations
workers compensation regulations
Dangerous Goods Code and regulations
water and road use and licence arrangements
relevant patent or copyright arrangements
dangerous goods and air freight regulations
relevant export/import/quarantine/bond requirements

Unit Sector(s)

Not applicable.

Competency Field

J - Quality