



Australian Government

Department of Education, Employment and Workplace Relations

TLIJ3002A Apply quality systems

Release: 2

TLIJ3002A Apply quality systems

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to apply quality systems in workplace operations including working within a quality improvement system and using quality improvement systems, tools and techniques in accordance with enterprise procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

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

Work is performed under some supervision, generally within a team environment.

It involves the application of quality assurance principles and procedures to implement quality systems and quality improvement initiatives within workplace activities.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills 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 required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Work within a quality improvement system	<p>1.1 Instructions are followed and duties are performed either individually or as a member of a work team within a quality improvement system</p> <p>1.2 Work is completed either individually or as a member of a work team in accordance with standards as defined in workplace policies and procedures</p>
2 Use quality improvement systems, tools and techniques	<p>2.1 Variations in the quality of services and/or products from required standards are detected and reported in accordance with workplace procedures</p> <p>2.2 Quality of operations/service is monitored and adjusted as required to ensure the satisfaction of both internal and external customers</p> <p>2.3 Quality improvement tools and techniques are used both individually and as part of a work team to systematically improve the quality of work and services</p>

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
- Quality improvement tools and methods
- 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 and implementing quality systems
- Read and interpret instructions, procedures and information relevant to the application and

Required skills:

implementation of quality systems

- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the application and implementation of quality systems
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when applying and implementing quality systems
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when applying and implementing quality systems in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur during the application and implementation of quality systems
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the application and implementation of quality systems
- Monitor work activities in terms of standards and processes of the quality system concerned
- Modify 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
- Select and use quality improvement tools and methods
- Identify and use equipment, processes and procedures required within the context of the job concerned
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide**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

EVIDENCE GUIDE

- Context of and specific resources for assessment**
- other relevant aspects of the range statement
 - 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/or 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 equipment, and
 - 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 activities in an appropriately simulated environment 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
- restricted spaces

RANGE STATEMENT

- of work contexts and may include:
- exposed conditions
 - controlled or open environments
 - exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles
- Quality improvement tools may include a range of techniques including:
- product sampling and testing
 - monitoring of operational performance
 - fault/problem analysis
 - client surveys
 - trials of quality improvement initiatives
- 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
 - manifests, bar codes, goods and container information/serial number
 - supplier and/or client instructions
 - material safety data sheets
 - award, enterprise bargaining agreement, other industrial arrangements
 - standards and certification requirements

RANGE STATEMENT

Applicable regulations and legislation may include:

- OH&S policy and procedures
- emergency procedures
- 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 associated 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

Competency Field

J - Quality