



**Australian Government**

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

# **TLIJ4008A Implement and monitor inbound QA systems**

**Release: 1**

## **TLIJ4008A Implement and monitor inbound QA systems**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to implement and monitor inbound quality assurance systems. It includes planning for inbound quality assurance; and performing and evaluating inbound quality assurance procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

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Work may be undertaken in various contexts within the transport and logistics industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

### **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
<b>1 Plan for inbound quality assurance</b>	1.1 Inbound product/s for quality audit are identified alongside resources required to perform the quality audit efficiently and effectively 1.2 Quality audit objectives are determined and discussed with those responsible for carrying them out 1.3 Proposed methods and techniques to be applied are clearly understood and implemented
<b>2 Perform inbound quality assurance procedures</b>	2.1 Resources required to perform the quality audit efficiently and effectively are accessed 2.2 The quality of the product is checked as prescribed in work instructions 2.3 Problems that affect or could potentially affect quality are reported to relevant person 2.4 Records are kept according to enterprise quality assurance policy
<b>3 Evaluate inbound quality assurance procedures</b>	3.1 Outcomes of implementing quality assurance procedures are assessed against quality assurance target levels 3.2 Suggestions for improvements of quality assurance procedures are made according to organisation policy and procedures 3.3 Outcomes of the quality assurance is discussed with client and all other relevant parties

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

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

#### Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Various approaches to quality assurance, such as Total Quality Management, and the strengths and limitations of each when applied in this context
- Requirements for completing relevant documentation such as checklists, schedules and internal audit reports
- Code of practice for working collaboratively with others
- Typical defects that can occur and related action that should be taken

## REQUIRED KNOWLEDGE AND SKILLS

- Steps involved in planning the work activities
- Procedures to be followed in the event of an emergency

### Required skills:

- Communicate effectively with others when completing work activities
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unplanned events
- Modify activities depending on differing operational contingencies, risk situations and environments without compromising quality

## 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
  - 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/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational

## EVIDENCE GUIDE

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.

Quality assurance methods and techniques may include:

- analysis
- sampling
- scanning
- evaluating the effectiveness of system controls
- questioning
- tracing
- trend analysis

Assessment objectives may include:

- evaluation of level of compliance with existing contract
- compliance with contractual and/or legislative requirements
- measuring performance in achieving quality objectives and confirming the effectiveness of the implemented quality system in meeting specified objectives
- identifying areas of potential improvement

Depending on the organisation

- standard operating procedures (SOPs)

## RANGE STATEMENT

concerned, workplace procedures may be called:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Consultative processes may involve:

- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- relevant OH&S and environmental protection regulations
- quality assurance procedures
- relevant Australian Standards and certification requirements
- outcomes or reports of quality audits or assessments

Applicable legislation and regulations may include:

- Relevant sections of national and state or territory regulatory requirements and codes of practice
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations

## Unit Sector(s)

Not Applicable

## Competency Field

Competency Field

J - Quality