



**Australian Government**

# **AHCWRK214 Observe workplace quality assurance procedures**

**Release: 1**

# AHCWRK214 Observe workplace quality assurance procedures

## Modification History

| Release   | Comments                                                                                                                    |
|-----------|-----------------------------------------------------------------------------------------------------------------------------|
| Release 1 | This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 9.0. |

## Application

This unit of competency describes the skills and knowledge required to observe workplace quality assurance procedures.

The unit applies to individuals who observe workplace quality assurance procedures under general supervision with limited autonomy or accountability.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

## Pre-requisite Unit

Nil

## Unit Sector

Work (WRK)

## Elements and Performance Criteria

| Elements                                           | Performance Criteria                                                                                                                                                                                             |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i>   | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                           |
| 1. Identify basic quality assurance (QA) practices | 1.1 Identify hazards to quality in work area<br>1.2 Identify critical control points for immediate work area<br>1.3 Identify the purpose and elements of the QA system and relate them to workplace requirements |
| 2. Follow work instructions                        | 2.1 Follow work instructions for quality control for work area<br>2.2 Complete QA documentation                                                                                                                  |

| Elements                                         | Performance Criteria                                                                                                                                                                                                                                                                                                           |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                         |
| 3. Check quality of product                      | 3.1 Identify quality control measures<br>3.2 Identify inspection and re-inspection procedures<br>3.3 Check the quality of the product or service as prescribed in work instructions<br>3.4 Inform supervisor of problems that affect or could potentially affect quality<br>3.5 Take action to correct the problem as directed |

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.*

| Skill              | Description                                                                                                                                                      |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading            | <ul style="list-style-type: none"> <li>Interpret workplace instructions to formulate an understanding of expected requirements and activity</li> </ul>           |
| Writing            | <ul style="list-style-type: none"> <li>Prepare workplace records accurately using clear language and industry relevant terminology</li> </ul>                    |
| Oral communication | <ul style="list-style-type: none"> <li>Use clear language and standard industry terminology to clarify instructions and report problems to supervisor</li> </ul> |

## Unit Mapping Information

| Code and title current version                              | Code and title previous version                              | Comments                                                                                                                                                    | Equivalence status |
|-------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| AHCWRK214<br>Observe workplace quality assurance procedures | AHCWRK206<br>Observe enterprise quality assurance procedures | Minor changes to unit title and application<br>Minor changes to performance criteria<br>Foundation skills added<br>Major and minor edits to performance and | Not equivalent     |

|  |  |                                              |  |
|--|--|----------------------------------------------|--|
|  |  | knowledge evidence and assessment conditions |  |
|--|--|----------------------------------------------|--|

## Links

Companion Volumes, including Implementation Guides, are available at VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

# Assessment Requirements for AHCWRK214 Observe workplace quality assurance procedures

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## Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has observed workplace quality assurance procedures for a product or service on at least one occasion and has:

- identified and applied basic quality assurance (QA) practices and procedures
- kept QA records
- followed work instructions
- checked quality of work
- identified and reported quality issues.

## Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- workplace production processes relevant to work being undertaken
- basic understanding of the purpose, scope and requirements for the workplace QA system
- risk assessment and identification
- workplace QA policies, guidelines and standard operating procedures relevant to work being undertaken and level of responsibility.

## Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
  - a workplace setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
  - workplace QA system

- work instructions and procedures relevant to observing workplace QA procedures
- specifications:
  - workplace QA policies, guidelines and standard operating procedures
- relationships:
  - supervisor.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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