



Australian Government

AHCWRK501 Plan, implement and review a quality assurance program

Release: 1

AHCWRK501 Plan, implement and review a quality assurance program

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to plan, implement and review a quality assurance program.

This unit applies to individuals who take personal responsibility and exercise autonomy in undertaking complex work. They demonstrate deep knowledge in a specific technical area and analyse, design and communicate solutions to sometimes complex problems.

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

Pre-requisite Unit

Nil.

Unit Sector

Work (WRK)

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Determine quality assurance objectives for the enterprise	1.1 Assess future market requirements for quality assured products 1.2 Determine premiums for quality assurance products 1.3 Assess strategic benefits of a quality assurance program
2. Plan the quality assurance program and develop implementation	2.1 Define product quality standards 2.2 Audit current status of products and operations 2.3 Evaluate and cost industry quality assurance programs 2.4 Document required processes and practices in the quality

Element	Performance criteria
strategies	assurance program manual and prepare an implementation plan
3. Implement the quality assurance program	3.1 Document instructions defining task and process requirements 3.2 Implement contractor and staff training 3.3 Confirm communication takes account of social, cultural and ethnic backgrounds 3.4 Introduce changes to processes and practices 3.5 Establish processes to monitor and verify product quality 3.6 Introduce recording systems 3.7 Validate operating instructions under conditions to verify their suitability 3.8 Analyse problems and issues and resolve appropriately, promptly and decisively 3.9 Conduct system analysis, HAACCP or related processes
4. Review the quality assurance program	4.1 Establish reporting formats 4.2 Implement mechanisms for gaining feedback information 4.3 Make preparations for quality assurance audits

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

This unit is equivalent to AHCWRK501A Plan, implement and review a quality assurance program.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCWRK501 Plan, implement and review a quality assurance program

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Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting. Performance must be demonstrated consistently over time and in a suitable range of contexts.

The candidate must provide evidence that they can:

- 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
- maintain required records to support quality assurance
- use industry standard terminology.

Knowledge Evidence

The candidate must demonstrate knowledge of:

- 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.

Assessment Conditions

Assessors must satisfy current standards for RTOs.

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