



Australian Government

AHCWRK521 Plan, implement and review a quality assurance program

Release: 1

AHCWRK521 Plan, implement and review a quality assurance program

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 determine workplace quality assurance (QA) objectives, and plan, implement and review a QA program.

The unit applies to individuals who apply specialised skills and knowledge to the planning, implementing and reviewing of a QA program, take personal responsibility and exercise autonomy in undertaking complex work. They analyse and synthesise information, and analyse, design and communicate solutions to sometimes complex problems.

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. Determine QA objectives for the workplace	1.1 Assess future market requirements for quality assured products 1.2 Identify relevant QA programs and costs 1.3 Assess strategic benefits of a QA program
2. Plan the QA program and develop	2.1 Define product quality standards

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
implementation strategies	2.2 Audit current status of products and operations 2.3 Evaluate and cost industry QA programs 2.4 Select QA program based on a cost benefit analysis 2.5 Document required processes and practices in the QA program manual and prepare an implementation plan
3. Implement the QA program	3.1 Document instructions defining task and process requirements 3.2 Introduce or consult on changes to processes and practices 3.3 Implement contractor and staff training 3.4 Establish processes to monitor and verify product quality 3.5 Introduce recording systems 3.6 Validate operating instructions under conditions to verify their suitability 3.7 Analyse problems and issues 3.8 Undertake corrective and preventative actions to resolve problems and issues 3.9 Conduct system analysis
4. Review the QA program	4.1 Establish reporting formats 4.2 Implement mechanisms for gaining feedback information 4.3 Prepare for QA audit

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	Identify and interpret information regarding operating instructions
Oral communication	Initiate discussions with contractors and work colleagues, using clear language to communicate QA program requirements
Numeracy	Calculate and document costs of implemented strategy

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCWRK521 Plan, implement and review a quality assurance program	AHCWRK512 Plan, implement and review a quality assurance program	Minor changes to application Major and minor changes to performance criteria and foundation skills Major and minor edits to performance and knowledge evidence and assessment conditions	Not equivalent

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 AHCWRK521 Plan, implement and review a quality assurance program

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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 planned, implemented and reviewed at least one quality assurance (QA) program and has:

- determined QA objectives for the workplace
- assessed and selected a QA program using a cost benefit analysis
- documented QA processes, practices and instructions
- implemented, monitored, validated and reviewed QA processes and the QA program
- maintained required records to support the QA program.

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:

- market projections and customer requirements
- organisational objectives
- workplace culture and values
- cost and benefit of QA implementation
- quality standards
- audit processes
- leadership and administrative skills, including change management
- human resources induction practices
- human resources performance monitoring practices
- QA recording procedures
- system analysis.

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:
 - operating instructions relevant to QA program
- specifications:
 - codes of practice relevant to quality
- relationships:
 - managers, staff and contractors.

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

Links

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