



**Australian Government**

# **Assessment Requirements for AURAQA003 Maintain quality processes in an automotive workplace**

**Release: 1**

## Assessment Requirements for AURAQA003 Maintain quality processes in an automotive workplace

### Modification History

| Release   | Comment                 |
|-----------|-------------------------|
| Release 1 | New unit of competency. |

### Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in this unit's elements, performance criteria and foundation skills:

- conduct a quality check of three different workplace activities
- for the above activities:
  - analyse the extent to which work outcomes or processes meet expected quality outcomes
  - document one recommendation for improvement to a process or procedure.

### Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- key features of basic quality concepts, including:
  - taking responsibility for own work
  - getting it right the first time
  - reducing variability
  - achieving customer satisfaction
- key features of workplace quality systems and procedures, including:
  - work instructions
  - safe work procedures
  - product specifications
  - equipment maintenance schedules
  - loss and damage control systems covering personal injury, plant, equipment and materials
- work planning processes and performance indicators, including:

- measures to avoid wastage
- processes to ensure a 'right first time' approach
- judging internal and/or external customer satisfaction
- procedures for carrying out technical quality inspections, including:
  - identifying relevant quality specifications or performance indicators
  - assigning rankings to quality specifications or performance indicators
  - measuring performance against quality specifications or performance indicators
  - documenting quality inspections, including non-compliance reports
- common procedures for improving work outcomes and processes, including:
  - empowering workers
  - eliminating valueless processes
  - improving training
  - establishing goals
  - implementing gradual changes.

## Assessment Conditions

Assessors must satisfy NVR/AQTF assessor requirements.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessment must include direct observation of tasks.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to having maintained quality processes when working in an automotive workplace, e.g. workplace quality and continuous improvement documents.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- automotive service, repair, sales or office administration workplace or simulated workplace
- opportunities to conduct workplace quality checks
- workplace quality procedures and related documentation
- commercially realistic number of co-workers and management
- materials, tools and equipment appropriate for completing quality checks.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>

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