



Australian Government

AURAQA003 Maintain quality processes in an automotive workplace

Release: 1

AURAQA003 Maintain quality processes in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to conduct the final quality check on completed work or orders, report on the quality of processes and work outcomes, and recommend improvements to work processes. It involves generating improvements to work processes by seeking input from staff.

It applies to those working in service, repair, sales or office administration job roles in the automotive industry.

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

Competency Field

Common

Unit Sector

Quality

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Conduct quality check of completed work	1.1 Completed work is checked for compliance with workplace procedures and manufacturer, supplier or customer specifications according to size and importance of job 1.2 Quality inspection documentation is completed according to

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
	workplace procedures 1.3 Documents relating to outcomes of quality checks are kept according to workplace procedures or quality system requirements
2. Report on the quality of work outcomes and processes	2.1 Outcomes of quality checks are assessed against workplace performance indicators 2.2 Problems relating to quality of outcomes and processes are identified and documented according to workplace procedures 2.3 Information relating to quality of work outcomes and processes is provided to appropriate persons on a regular basis
3. Generate improvements to work outcomes and processes	3.1 Staff are encouraged to contribute ideas and possible solutions to address identified quality issues 3.2 Options for solving quality issues are generated and benefits of each option evaluated 3.3 Recommended solutions to quality issues are discussed with and reported to supervisor

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance and are not explicit in the performance criteria.

Skills	Description
Reading skills to:	locate and interpret workplace procedures and documentation relating to quality checks, audits and reporting.
Writing skills to:	legibly and accurately complete workplace forms and quality documents.
Oral communication skills to:	gather, clarify and confirm information from staff and supervisors about quality issues using active listening and questioning techniques.
Numeracy skills to:	- use mathematical operations to calculate quantities and timeframes - calculate percentages and ratios to compare actual data with workplace performance indicators.
Planning and organising skills to:	sequence and coordinate workplace quality checks.

Skills	Description
Problem solving skills to:	analyse data and quality process problems.
Technology skills to:	- use office equipment to complete, transmit and store quality documentation - operate workplace equipment to perform quality checks.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

There is no Range of Conditions for this unit.

Unit Mapping Information

Equivalent to AURAQA3003 Maintain quality systems

Links

Companion Volume implementation guides are found in VETNet -

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

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>

Companion Volume implementation guides are found in VETNet -

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