



Australian Government

AURAQA3002 Inspect technical quality of work

Release 1

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Modification History

Release	Comment
Release 1	Replaces AURC361230A Inspect technical quality of work Unit code updated to meet policy requirements. Reference to OHS legislation replaced with new WHS legislation Licensing statement added to unit descriptor

Unit Descriptor

Unit descriptor	This unit of competency covers the competence to inspect work done by other staff, apply quality standards to work, and protect customer property and interests. Licensing, legislative, regulatory or certification requirements may apply to this unit in some jurisdictions. Users are advised to check with the relevant regulatory authority.
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Application of the Unit

Application of the unit	Work requires individuals to demonstrate discretion, judgement and problem-solving skills in managing own work activities and contributing to a productive team environment.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Gather information to carry out inspection	1.1.Workplace health and safety (WHS) requirements, including state/territory regulatory requirements and personal protection needs are observed throughout the work 1.2.Information, such as Australian Design Rules, workshop manuals and specifications, are sourced 1.3.Method options are analysed and those most appropriate to the circumstances are selected and prepared 1.4.Technical and/or calibration requirements for inspection are sourced and support equipment is identified and prepared
2. Inspect work	2.1.Work is identified and confirmed for inspection in accordance with worksite procedures 2.2.Inspections are conducted to ensure in-house quality systems and procedures are maintained/followed in accordance with worksite and quality procedures 2.3.Level of observation and inspection conducted is appropriate to the skill/experience of the employee 2.4.Faults identified are brought to the relevant person's attention in accordance with worksite procedures
3. Apply quality standards to work	3.1.Inspections are conducted throughout the course of the work to ensure quality standards are maintained 3.2.Quality standards are applied during work completion to ensure the treatment of customer property meets industry and/or enterprise standards 3.3.Activities are coordinated throughout the workplace in accordance with worksite procedures 3.4.Documents of work quality are maintained according to worksite requirements
4. Achieve quality work outcomes	4.1.Damage to customer property is avoided through ensuring staff adherence to quality procedures and use of protective materials at all stages of the repair/service 4.2.Quality improvements and/or recommendations are communicated in accordance with worksite requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- research and interpretive skills sufficient to locate, interpret and apply manufacturer procedures, workplace policies and procedures
- analytical skills required for the identification and analysis of technical information
- plain English literacy and communication skills in relation to dealing with others involved in the work
- questioning and active listening skills, for example when obtaining information of technical quality working practices
- as applied to own work activities, including making good use of time and resources, sorting out priorities and monitoring own performance
- interacting effectively with other persons both on a one-to-one basis and in groups, including understanding and responding to the needs of a customer and working effectively as a member of a team to achieve a shared goal
- such as number and space and techniques, estimation and approximation, for practical purposes
- capacity to apply problem-solving strategies in purposeful ways, both in situations where the problem and the desired solution are clearly evident and in situations requiring critical thinking and a creative approach to achieve an outcome
- combine the physical and sensory skills needed to operate equipment with understanding of scientific and technological principles needed to explore and adapt systems

Required knowledge

Knowledge of:

- quality systems in a workplace
- common automotive terminology
- vehicle safety requirements
- work planning processes
- WHS regulations/requirements, equipment, material and personal safety requirements
- enterprise quality systems and procedures
- worksite environmental control measures
- worksite reporting procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- observing safety procedures and requirements
- communicating effectively with others involved in or affected by the work
- identifying and assessing hazardous situations and rectifying, or reporting to the relevant persons
- applying WHS policies and procedures
- identifying quality procedures
- inspecting work undertaken by others
- applying quality standards to work
- communicating improvements
- processing recommendations for change.

Context of and specific resources for assessment

- This unit will normally need to be assessed as a discrete entity. Performance may involve the application of a range of contributory competencies
- Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of quality processes and procedures
- The prescribed outcome must be able to be achieved without direct supervision
- The competence should be assessed within the context of the qualification being sought
- The following should be made available:
 - a workplace or simulated workplace
 - situations requiring inspections of technical quality
 - worksite or equivalent instructions on quality working practices and/or standards
 - computer hardware and software, access to electronic communication
 - access to information.

Method of assessment

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying quality

EVIDENCE GUIDE

circumstances. Evidence of performance may be provided by customers, team leaders/members or other persons subject to agreed authentication arrangements

Evidence of being able to:

- access, interpret and apply service information
- identify inspection requirements
- use service tooling and equipment
- observe safety procedures and requirements
- provide customer service
- prepare service reports
- communicate with customers orally and in writing
- maintain workplace documents.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Quality procedures	Quality procedures may be: contained in worksite quality system documentation, work instructions, safe work procedures, product specifications, equipment maintenance schedules, technical procedures, and adopted or specifically prepared standards
Quality inspections	Quality inspections may include: periodic inspection during the job or observation at completion of the job to ensure all ordered parts have been fitted, components used meet manufacturer/component supplier specifications, invoicing complies with service/repair/parts order and contains sufficient details of labour and/or components used, reported and diagnosed problems have been confirmed as rectified via test procedures and presentation of the vehicle or equipment after service/repair meets manufacturer and enterprise standards
Legislative requirements	Legislative requirements may include: - state/territory WHS legislation, manufacturer/ component supplier specifications and safe operating procedures - environmental requirements, manual handling procedures and insurance requirements
Performance indicators	Performance indicators are to account for: issues of time, quantity, quality and cost factors and may include establishing time targets for own work, identifying reasonable criteria for evaluating own work outcomes, identifying measures to avoid wastage, identifying reasonable criteria to judge internal and/or external customer satisfaction and identifying processes to ensure a 'right first time' approach
Loss and damage incidents	Loss and damage incidents may include: personal injury, and loss and damage of plant, equipment and materials
Communications	Communications may be: verbal, written or by telephone or electronic means

RANGE STATEMENT**Information/documents**

Information/documents may include:

- manufacturer/component supplier specifications, enterprise operating procedures, supplier directories, parts catalogues, customer orders and industry/workplace codes of practice, material safety data sheets (MSDS) and HAZCHEM information

Unit Sector(s)**Unit sector**

Common

Co-requisite units

Not applicable.

Competency field**Competency field**

Quality