



Australian Government

Assessment Requirements for BSBMGT521 Plan, implement and review a quality assurance program

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- determine quality assurance objectives for the organisation based on analysis of the market context and strategic benefits
- identify and analyse information to define quality standards for products, services or processes including:
 - feedback and/or other information reflecting customer needs
 - current status of products and operations
- plan for and implement the quality assurance program including:
 - evaluating options
 - communicating effectively about quality assurance with people from diverse social cultural and ethnic backgrounds
 - providing training to contractors and staff
 - introducing changes to existing processes and practices to support quality
 - establishing processes to monitor and verify quality
 - developing and validating manuals and instructions
 - establishing record systems and maintaining records
- review the quality assurance program.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the influence of market projections and customer requirements on quality assurance objectives
- describe the influence of organisational culture and values on quality assurance objectives

- outline the processes and sources of information used to identify market projections and customer requirements
- explain change management techniques that can support the implementation of the quality assurance program.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>