



Australian Government

Assessment Requirements for BSBMGT621 Design and manage the enterprise quality management system

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:

- use structured processes to evaluate current performance against best practice benchmarks to identify areas for improvement
- engage relevant stakeholders in establishing and maintaining evaluating systems and processes to achieve agreed quality targets
- use leadership and communication techniques to promote a quality culture
- undertake continuous monitoring of systems and processes.

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:

- articulate quality management objectives with reference to relevant legislation, standards and codes of practice
- outline typical barriers to establishing quality systems in an organisation and possible strategies to address them
- explain change management techniques that can support the implementation of quality systems
- explain leadership and engagement strategies that can support a quality culture in an organisation
- describe benchmarking strategies for analysing production and financial performance.

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:

- relevant legislation, regulations, standards and codes
- 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>