



Australian Government

FNSIGN402 Inspect quality of work

Release: 1

FNSIGN402 Inspect quality of work

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to inspect the work done by a builder or repairer, apply quality standards to work and protect client property and interests.

It applies to individuals who inspect the work of others such as an insurance assessor within organisations of various sizes and across a range of client bases.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Insurance general

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Inspect work done by builder or repairer	1.1 Conduct appropriate inspections safely, to ensure in-house quality systems and procedures are maintained and observed in line with regulatory requirements and standards 1.2 Conduct observation and inspection at level appropriate to skill and experience of staff member 1.3 Identify faults and bring them to repairer's attention in appropriate manner for prompt correction
2. Apply quality standards to work	2.1 Conduct inspections throughout course of work where required to ensure quality standards are maintained 2.2 Apply appropriate quality standards during work completion to ensure treatment of client property meets industry and/or

ELEMENT	PERFORMANCE CRITERIA
	organisational standards 2.3 Record problems in work quality and refer to relevant staff 2.4 Report non-compliances to ensure continuous improvement occurs
3. Protect client property and interests	3.1 Adhere to quality procedures and use of protective materials at all stages of repair or service to avoid possible damage to client property 3.2 Review quality of work to best serve interests of client

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 3.2	Interprets and applies information from diagrams, plans, manuals, industry quality standards and safety procedures
Writing	1.1, 1.3, 2.3, 2.4, 3.2	Uses appropriate text types and terminology to accurately document inspection outcomes for clients and relevant staff
Oral Communication	1.2, 1.3, 2.1, 2.3, 2.4, 3.2	Engages in effective verbal interactions using careful questioning and listening techniques, and appropriate clear and detailed language, to convey observations, critical feedback and information
Navigate the world of work	1.1, 2.1, 2.2, 2.4, 3.1	Takes personal responsibility for following explicit and implicit policies, procedures and standards
Interact with others	1.2, 1.3, 2.3, 2.4	Follows accepted communication practices and protocols, adjusting personal communication style in response to the values, beliefs and cultural expectations of others
Get the work done	1.1, 2.1, 2.2, 2.3, 3.1, 3.2	- Plans, organises and implements routine and non-routine tasks, aiming to achieve them efficiently - Makes decisions about quality of work by evaluating whether work completed meets defined standards - Uses digital technologies and systems to locate information, enter data and present information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSIGN402 Inspect quality of work	FNSIGN402A Inspect quality of work	Updated to meet Standards for Training Packages Minor edits to clarify intent of performance criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

Assessment Requirements for FNSIGN402 Inspect quality of work

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- carry out inspections of work done by a builder or repairer safely and effectively
- inspect works to ensure that regulatory requirements, standards, organisational operating procedures and relevant codes of practice are complied with
- review quality of work to protect client's property and interests.

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:

- explain the organisational processes and work quality expected relevant to work inspections
- describe the workplace health and safety (WHS) requirements that apply to work inspections
- describe the regulatory requirements and standards that apply to the work being undertaken
- outline effective communication strategies when providing feedback to repairers or builders
- identify quality assurance principles relevant to work activity
- describe key technical issues essential to the quality of work in the relevant sector.

Assessment Conditions

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

- organisational records, policy and procedures

- office equipment, technology, software and consumables.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>