



Australian Government

Department of Education, Employment and Workplace Relations

FPPQAS430A Oversee quality assurance process

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit describes the outcomes required to oversee quality assurance process in the pulp and paper industry

General legislation, regulatory, licensing and certification requirements applicable to this unit are detailed in the range statement

Application of the Unit

Application of the unit

This unit applies to operators who oversee quality assurance process in the pulp and paper industry within company quality assurance policy, practices and procedures. This work typically involves complex integrated equipment and continuous operations

This unit generally applies to those who:

- monitor inspection and test records
- review product samples
- implement process changes, and
- create and/or up-date operating instructions

to meet safety, quality and productivity requirements

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills This unit contains employability skills

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Monitor inspection and test records	1.1. Inspection and test records are monitored within Occupational Health and Safety (OHS) regulations, environmental and safe working requirements/practices, Standard Operating Procedures (SOP), and housekeeping requirements 1.2. Inspection and test records are monitored to verify product quality and to identify performance trends 1.3. Status reports contain a description of proposals to introduce improved processes and procedures
2. Review product samples	2.1. Product samples are reviewed within OHS regulations, environmental and safe working requirements/practices, SOP, and housekeeping requirements 2.2. Product samples are reviewed to ensure inspection and/or test data accurately reflects output 2.3. Post collection procedures are implemented according to standard operating procedures
3. Implement process changes	3.1. Process changes are implemented within OHS regulations, environmental and safe working requirements/practices, SOP, and housekeeping requirements 3.2. Process changes are introduced and controlled so that quality assurance requirements are accomplished
4. Create and/or update operating instructions	4.1. Instructions are created and/or updated within OHS regulations, environmental and safe working requirements/practices, SOP, and housekeeping requirements 4.2. Operating instructions are written so that they comprehensively document the details required for competent performance 4.3. Operating instructions are validated under operating conditions to verify their suitability

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

REQUIRED SKILLS AND KNOWLEDGE

This describes the skills and knowledge required for this unit.

Required skills

- Uses required forms of communication to oversee quality assurance processes
- Reads and interprets required documentation, procedures and reports
- Prepares process and product status report recommending changes to improve processes and procedures
- Creates and/or updates SOP or their equivalent
- Accesses, navigates and enters computer-based information
- Identifies and actions problems within level of responsibility
- Assembles in-process inspection/test and other quality data in prescribed format
- Interprets results of in-process inspections and/or tests
- Identifies trends of in-process inspection and/or test results
- Records sample review results in prescribed format
- Identifies risks associated with samples and how they may be minimised
- Implements a change in the process
- Identifies the actual or potential risks associated with uncontrolled changes in procedures

Required knowledge

- Procedures, regulations and legislative requirements relevant to overseeing quality assurance processes including OHS, environmental including relevant sustainability requirements/practices, SOP, isolation procedures, safe working requirements, risks and hazard identification and housekeeping
- Basic problem-solving techniques consistent with level of responsibility
- Actual or potential problems evident from trend analysis
- Appropriate course/s of action to rectify problems
- Purpose of review process
- Post collection and procedure for handling samples
- Importance of change control
- Controls associated with a procedure change
- Purpose of SOP
- Actual or potential problems if SOP or their equivalent are non existent
- Potential environmental impact of out-of-standard performance to their customers

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

Evidence should be relevant to the work. It should satisfy the requirements of the elements and performance criteria and include consideration of:

- the required knowledge and skills tailored to the needs of the specific workplace
- applicable OHS regulations, environmental and safe working requirements/practices, SOP and housekeeping requirements
- applicable aspects of the range statement
- practical workplace demonstration of skills in overseeing quality assurance processes

Context of and specific resources for assessment

A workplace assessment must be used to assess:

- the application of required knowledge on the job
- the application of skills on the job, over time and under a range of typical conditions that may be experienced in overseeing quality assurance processes

Access to the full range of equipment involved in overseeing quality assurance processes in a pulp or paper mill is required

Method of assessment

A combination of assessment methods should be used. The following examples are appropriate for this unit:

- observation of applied skills and knowledge on the job
- workplace demonstrations via a mock-up or simulation that replicate part/s of the job
- answers to written or verbal questions about specific skills and knowledge
- third-party reports from relevant and skilled personnel
- written evidence e.g. log sheet entries, checklist entries, test results

Assessment processes and techniques must be culturally appropriate and in keeping with the language

EVIDENCE GUIDE

and literacy capacity of the learner and the work being performed. This includes conducting an assessment in a manner that allows thoughts to be conveyed verbally so that the learner can both understand and be understood by the assessor (e.g. use plain English and terminology used on the job)

A holistic assessment with other units relevant to the pulp and paper industry, mill and job role is recommended

Additional information on approaches to assessment for the pulp and paper industry is provided in the Assessment Guidelines for this Training Package

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.

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| Company instructions | <ul style="list-style-type: none"> • will be provided for sampling and in-process inspection and testing activities |
| Monitoring and reporting | <ul style="list-style-type: none"> • will typically involve the use and presentation of verbal and written information; the latter in standard format |
| Recording may be: | <ul style="list-style-type: none"> • by manual and/or electronic methods in standard format |
| Documentation, procedures and reports may include: | <ul style="list-style-type: none"> • SOP • quality procedures • environmental sustainability requirements/practices • plant manufacturing operating manuals • enterprise policies and procedures • ISO9000 • oil or chemical spills and disposal guidelines • plant isolation documentation • safe work documentation e.g. plant clearance, |

RANGE STATEMENT

Actions may include:	job safety analysis, permit systems • process adjustments • reporting to authorised person • rectifying problem within level of responsibility
Communications may include	interaction with: • internal/external customers and suppliers • team members • production/service co-ordinators • maintenance services • operational support personnel • operational management • statutory authorities
Forms of communication may include:	• written e.g. log books, emails, incident and other reports, run sheets, data entry • reading and interpreting documentation e.g. SOP, manuals, checklists, drawings • verbal e.g. radio skills, telephone, face to face, handover • non-verbal e.g. hand signals, alarms, observations • signage e.g. safety, access

Unit Sector(s)

Not Applicable