



Australian Government

FWPCOR4203 Monitor quality and product care procedures

Release: 1

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Modification History

Release	Comment
1	Replaces equivalent unit FPICOR4203B Monitor quality and product care procedures, which was first released with FPI11 Forest and Forest Products Training Package Version 2.2. This is the first release of this unit in the new standards format.

Application

This unit of competency describes the outcomes required to coordinate, monitor and control product care and supply.

Work is completed in a variety of work settings including a forest environment, forest products factory, any type of mill or timber treatment plant.

The unit applies to a wide range of roles across all industry sectors

No licensing, legislative, regulatory, or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Core

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Coordinate quality system practices	1.1 Communicate quality standards, policies, procedures and quality assurance monitoring activities to production personnel. 1.2 Confirm understanding, encourage and support participation in quality practices.

ELEMENTS	PERFORMANCE CRITERIA
	1.3 Monitor operational activities to ensure policies and procedures are followed and quality standards are maintained. 1.4 Check product specifications and coordinate workplace compliance. 1.5 Record and report quality and product care outcomes for all monitoring processes.
2. Monitor and control product care	2.1 Coordinate visual inspection of product before processing or completion. 2.2 Plan product recovery to optimise resource value and minimise waste. 2.3 Plan potential of materials to provide highest value added return. 2.4 Monitor assessment of species, timber structure, features and characteristics and report in line with organisational procedures. 2.5 Monitor material grading and direct to best end use in line with industry standards. 2.6 Monitor machinery and equipment maintenance and adjust to minimise production waste. 2.7 Assess problems immediately and rectify to avoid repetition of lost product.
3. Control product supply quality	3.1 Assess products against quality and customer specifications. 3.2 Monitor and control product despatch processes to prevent and minimise damage. 3.3 Ensure products are supplied on time and to customer expectations.

Foundation Skills

This section describes those core and employment skills that are essential to performance and are not explicit in the performance criteria.

Numeracy skills to:	interpret complex numerical data in quality standards, product specifications and production reports relating to dimensions, volume and grades.
Oral communication skills to:	provide clear and unambiguous information about quality standards, policies, procedures and quality assurance monitoring activities to production personnel.

Reading skills to:	- interpret familiar and detailed organisational policies and procedures and complex documents: - quality standards - quality system monitoring records
Writing skills to:	- maintain accurate comprehensive quality system records - produce detailed reports on performance against quality standards.
Initiative and enterprise skills to:	generate ideas for maximising resources and minimising waste.
Planning and organising skills to:	coordinate all aspects of the organisation's quality system using specified quality standards to guide activities.
Problem-solving skills to:	- identify deficiencies in production practices and implement timely responses to ensure quality outcomes and compliance with quality standards. - monitor and assess production activities and rectify problems swiftly.
Self-management skills to:	critically, rationally and logically analyse production performance against quality standards.
Teamwork skills to:	take a lead role and work as part of a team to achieve compliance with quality standards.
Technology skills to:	- optimise the capabilities of machinery and equipment - use: - a computer, keyboard and printer - the system capabilities and functions of a word processing software to produce and file quality system documents.

Range of Conditions

Not Applicable

Unit Mapping Information

FPICOR4203B Monitor quality and product care procedures

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>

Assessment Requirements for FWPCOR4203 Monitor quality and product care procedures

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1	Replaces equivalent unit FPICOR4203B Monitor quality and product care procedures, which was first released with FPI11 Forest and Forest Products Training Package Version 2.2. This is the first release of this unit in the new standards format. Assessment requirements now specify the performance and knowledge evidence, as well as assessment conditions for this unit of competency. These sections simplify and replace components used in the previous unit format, including Required Skills and Knowledge, Evidence Guide and Range Statement

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit. If a specific volume or frequency is not stated below, then evidence must be provided that the following requirements have been performed on at least one occasion:

- follow organisational policies and procedures relevant to monitoring of quality and product care procedures
- monitor and control product care and supply against an organisation specific or second or third party certification quality system for a real or simulated business operation
- monitor and control product care and supply for a specified product
- complete accurate comprehensive quality system records
- produce detailed reports on performance against quality standards.

Knowledge Evidence

A person competent in this unit must be able to demonstrate knowledge of:

- purpose of quality systems for the forest and wood products industry and for the individual organisation
- format, content and use of:
 - industry and organisation specific quality standards
 - organisational policies and procedures that align to quality standards
 - quality system monitoring records
- visual inspection aspects of tree, log or timber products which includes:
 - assessing the appropriateness of features
 - contamination

- tree, log or timber colours
- tree, log or timber characteristics
- insect damage
- surface finish and texture
- loose surfaces
- organic defects
- breakages
- machine damage
- scheduling requirements for quality system monitoring activities
- record keeping requirements for quality systems
- roles and responsibilities of quality system coordinators and production personnel in quality system management processes
- methods for communicating quality standards, policies, procedures and quality assurance monitoring activities to production and despatch personnel
- methods for assessing quality of materials, production and despatch processes and finished products
- techniques to optimise the use of machinery and equipment
- organisational procedures for documenting quality system records and reports.

Assessment Conditions

The following resources must be made available:

- computers, keyboards, printers and software used to produce and maintain quality system records and reports
- industry and organisation specific quality standards
- a suite of organisational policies and procedures that align to the quality standards
- template quality system monitoring records and reports
- schedules for quality system monitoring activities
- comprehensive real or simulated information in order to coordinate and monitor quality processes
- organisational policies and procedures for documenting quality system records and reports
- production personnel with whom the individual can interact.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessor requirements

Assessors must:

- hold the appropriate assessor competency standards as outlined in regulations; and
- be able to demonstrate vocational competencies at least to the level being assessed; and
- be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and assessor competence.

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