



Australian Government

**Assessment Requirements for
FWPCOT4213 Monitor and manage
product and service quality in the forest
and wood products industry**

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Modification History

Release	Comments
Release 1	This version released with Forest and Wood Products Training Package Version 7.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has coordinated, monitored and managed the quality of one product and associated supply services against quality system requirements for one forest or wood product workplace.

In performing this activity, the individual has:

- communicated quality requirements to team members
- monitored activities against workplace quality systems and procedures
- evaluated quality outcomes against quality standards and customer specifications
- remediated noncompliance and reported on performance to appropriate personnel.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- purpose of quality systems for the forest and wood products industry and for the individual workplace
- format, content and use of:
 - industry and organisation specific quality standards
 - workplace policies and procedures that align to quality standards
 - quality system monitoring records
- techniques for monitoring product or service quality relevant to forest and wood products industry
- 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 the quality of products and services provided by forest and wood product workplaces
- workplace procedures for documenting quality system records and reports.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a forest or wood product work environment or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - computing equipment to produce and maintain quality system records and reports
 - comprehensive real or simulated information to coordinate and monitor quality processes
 - production personnel with whom the individual can interact
- specifications:
 - workplace safety and environmental policies and procedures applicable to forestry or wood products work environments
 - workplace policies and procedures that align to industry and workplace-specific quality standards
 - workplace policies and procedures for documenting quality system records and reports
 - template for monitoring quality system records and reports
 - schedules for quality system monitoring activities.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>