



**Australian Government**

# **Assessment Requirements for MEM15012 Maintain/supervise the application of quality procedures**

**Release: 1**

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## **Modification History**

Release 1. Supersedes and is equivalent to MEM15012B Maintain/supervise the application of quality procedures

## **Performance Evidence**

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria on at least two (2) occasions and include:

- following work instructions, standard operating procedures (SOPs) and safe work practices
- identifying and interpreting the specifications of the product or service to be provided
- communicating effectively with suppliers and customers and establishing their needs
- calculating relevant statistical information from collected data
- producing tally, run and control charts from collected data.

## **Knowledge Evidence**

Evidence required to demonstrate the required knowledge for this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- specifications to be achieved in providing the service or producing the product
- team's suppliers and customers
- possible effects of supplying products and/or services to customers that do not comply with specifications
- procedures to be followed in producing the product and/or supplying the service
- checks to be undertaken to ensure the product/service complies with specifications
- personnel responsible for the quality of the product/service provided
- actions to be taken when a non-conformance to specifications is detected and reasons for taking those actions
- procedures for recording data collected
- possible trends from the collected data and reasons for collecting data
- actual trends indicated by given samples of data
- statistical information to be calculated
- use of statistics in interpreting production data
- functions of tally, run or control charts in representing production data
- trends indicated by the statistical information calculated and/or the charts produced
- action to be taken in response to any trends identified and reasons for taking proposed action

- appropriate techniques, tools and equipment to measure machined components.

## Assessment Conditions

- Assessors must:
  - have vocational competency in maintaining/supervising the application of quality procedures at least to the level being assessed with relevant industry knowledge and experience
  - satisfy the assessor requirements in the *Standards for Registered Training Organisations 2015* or its replacement and comply with the *National Vocational Education and Training Regulator Act 2011*, its replacement or equivalent legislation covering VET regulation in a non-referring state/territory as the case requires
- Where possible assessment must occur in operational workplace situations. Where this is not possible or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment that reflects realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>