



Australian Government

MEM15019 Conduct a field inspection

Release: 1

MEM15019 Conduct a field inspection

Modification History

Release 1. Supersedes and is equivalent to MEM15019B Conduct a field inspection.

Application

This unit of competency defines the skills and knowledge required to conduct a trade measurement field inspection on trader's premises and is designed for those performing trade measurement inspection activities in trading environments.

It is applied to trade measurement inspections involving pre-packed articles, auditing servicing licensees, public weighbridges, investigating consumer complaints, examining trading practices, performing verification/certification and in-service inspection.

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

Band: B

Unit Weight: 12

Pre-requisite Unit

MEM09002 Interpret technical drawing

MEM11011 Undertake manual handling

MEM12003 Perform precision mechanical measurement

MEM12004 Perform precision electrical/electronic measurement

MEM12005 Calibrate measuring equipment

MEM12023 Perform engineering measurements

MEM13003 Work safely with industrial chemicals and materials

MEM13015 Work safely and effectively in manufacturing and engineering

MEM15004 Perform inspection

MEM15005 Select and control inspection processes and procedures

MEM15015 Examine trading practices

MEM15016 Inspect pre-packed articles

MEM15017 Use and maintain reference standards

MEM15018 Investigate consumer complaints

MEM16002 Conduct formal interviews and negotiations

MEM16004 Perform internal/external customer service

MEM16006 Organise and communicate information

MEM18001 Use hand tools

MEM18002 Use power tools/hand held operations

Competency Field

Quality

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Develop a work plan to conduct field inspections	1.1 Follow standard operating procedures (SOPs) 1.2 Comply with work health and safety (WHS) requirements at all times 1.3 Identify traders for inspection in accordance with organisational priorities 1.4 Schedule routine field inspections to complement other inspection activities whilst maximising organisational efficiencies and effectiveness 1.5 Identify and access appropriate equipment 1.6 Make specific inspection arrangements with the trader 1.7 Research relevant reference and/or technical information and trader history
2. Maintain test equipment during a field inspection	2.1 Transport test equipment in accordance with manufacturers' specifications and organisational procedures 2.2 Operate test equipment within manufacturers' specifications 2.3 Report failures and repairs of test equipment in accordance with organisational procedures
3. Conduct initial on-site assessment of the trading premises	3.1 Undertake surveillance of the trading premises to evaluate the trading practices in use 3.2 Explain the purpose of the inspection to the trader or responsible person after the officer has established their identity 3.3 Identify measuring instruments used for trade and plan the inspection with minimal disruption to the trader 3.4 Identify locations for product return or disposal for later use
4. Inspect instruments and trading practices	4.1 Select measuring instruments for inspection in accordance with organisational guidelines 4.2 Use test equipment in accordance with organisational procedures, taking into consideration WHS factors 4.3 Conduct relevant test procedures for verification and in-service

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	inspection 4.4 Conduct inspection of pre-packed articles 4.5 Identify trading practices and take action to remedy any non-compliance
5. Undertake an investigation where a breach is detected	5.1 Gather evidence relating to the breach 5.2 Interview trader and witnesses for supporting evidence 5.3 Maintain chain of evidence
6. Complete documentation for inspection	6.1 Record instrument and trader information for the organisation's information system 6.2 Complete inspection documentation in accordance with organisational procedures
7. Advise trader of inspection outcomes	7.1 Advise the trader of instrument test, pre-packed article and trading practice results 7.2 Discuss the trader's enquiries and concerns, providing accurate and current information 7.3 Explain legislative requirements, obligations and possible corrective solutions to the trader 7.4 Advise the trader of reporting procedures and possible outcomes for any detected breaches 7.5 Plan follow-up activities based on inspection outcomes

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the

candidate, accessibility of the item, and local industry and regional contexts) are included.	
Reference materials include one or more of the following:	• enabling legislation • uniform test procedures • organisational policies and procedures • WHS • enforcement policies.
Technical information and trader history includes one or more of the following:	• organisation's databases • business/company details.
Trading practices include one or more of the following:	• advertising • over the counter sales • correct use of measuring instruments • method of sale of goods • positioning of instruments • environmental factors • suitability of instrument • over-pricing • incorrect measurement.
Test equipment includes one or more of the following:	• specific test equipment • reference standards • safety equipment • product handling equipment.
WHS considerations include one or more of the following:	• storage of test equipment • site/premises conditions • disposal of dangerous materials • storage of seized equipment • specific safety equipment and clothing.
Non-compliance includes one or more of the following:	• short measure • over-pricing • incorrect marking of packages.
Documentation includes one or more of the following:	• organisational forms • notices • field books • evaluation form or report • fees • servicing licensee forms • educational material/brochures.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MEM15019B Conduct a field inspection.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for MEM15019 Conduct a field inspection

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Performance Evidence

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

- following work instructions, standard operating procedures (SOPs) and safe work practices
- accessing and interrogating organisation's information system for relevant trader information
- researching and collecting information, scheduling inspection activities, identifying priorities and integrating them into routine field inspections on at least two occasions
- selecting testing equipment and completing any calibration or repairs on at least two occasions
- conducting surveillance of trading premises and evaluating trading practices in use and information gathered in identifying non-compliance
- explaining the purpose of the inspection to the trader and obtaining work health and safety (WHS) information specific to the trading environment on at least two occasions
- identifying incorrect trading practices and taking action to remedy any non-compliance
- completing inspection documentation in accordance with procedures
- advising trader of inspection outcomes by preparing interview questions to cover all elements of an offence and planning follow-up activities.

Note: Where a volume and/or frequency is not specified, demonstration must be provided at least once.

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
- WHS requirements for different test procedures, working occupational and business environments
- personal responsibility for WHS
- reference materials
- organisation's inspection priorities and options for dealing with conflicting priorities
- types of equipment used for trade measurement field inspections
- alternative contact arrangements

- contingencies to facilitate minimal disruption to the trader
- types of environmental factors that impinge on measuring instruments
- criteria for selecting instruments
- test equipment transportation specifications and procedures
- variations from transport and operating specifications and procedures requiring appropriate approval
- types of failure that might occur and possible remedies in typical test equipment
- preventative work practices/maintenance to keep equipment in good working order
- methods of surveillance
- legislative requirements for the inspection
- action that would be taken if incorrect disposal occurs
- research methods used to determine instrument performance trends
- types of environmental and operational factors that can adversely influence the accuracy of instruments, and action required to remedy their effect
- organisational guidelines for the selection of pre-packed articles for inspection
- types of non-compliance issues for trading practices
- strategies used to prove breaches of trading practices, including trial purchases
- format and procedure for conducting an interview in accordance with organisational guidelines
- legal considerations, including principles of natural justice, requirements of appropriate legislation, judges' or court rules and the organisation's code of conduct
- strategies for handling conflict
- maintenance of evidence integrity
- recording and secure storage of evidence in accordance with organisational procedures
- types of ownership entities for legal responsibilities
- appropriate forms used for inspection outcomes including non-compliance and rejection notices, instrument performance records, fees and traders' files
- suitable environment to communicate inspection outcomes with trader
- sensitivity to cultural and gender issues that influence the communication process
- corrective solutions for typical scenarios
- legislative requirements for different types of trading environments
- reporting processes and outcomes
- accurate interpretation of enforcement guidelines
- methods for conducting a follow-up activity.
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Assessment Conditions

- Assessors must:
 - have vocational competency in conducting a field inspection 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.
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