



Australian Government

Department of Education, Employment and Workplace Relations

MEM15019B Conduct a field inspection

Release: 1

MEM15019B Conduct a field inspection

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	The unit covers conducting a trade measurement field inspection on trader's premises.
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Application of the Unit

Application of the unit	This unit is designed for those performing trade measurement inspection activities in trading environments. It may be 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. Relevant legislation/policies include enabling legislation, uniform test procedures, organisational policies and procedures, workplace, health and safety and enforcement policies. Band: B Unit Weight: 12
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		
Path 1	MEM09002B	Interpret technical drawing
	MEM11011B	Undertake manual handling
	MEM12003B	Perform precision mechanical measurement
	MEM12004B	Perform precision electrical/electronic measurement
	MEM12005B	Calibrate measuring equipment
	MEM12023A	Perform engineering measurements
	MEM13003B	Work safely with industrial chemicals and materials
	MEM15004B	Perform inspection
	MEM15005B	Select and control inspection processes and procedures
	MEM15015C	Examine trading practices
	MEM15016B	Inspect pre-packed articles
	MEM15017C	Use and maintain reference standards
	MEM15018B	Investigate consumer complaints
	MEM16002C	Conduct formal interviews and negotiations
	MEM16004B	Perform internal/external customer service
	MEM18001C	Use hand tools
	MEM18002B	Use power tools/hand held operations

Employability Skills Information

Employability skills	This unit contains employability skills.
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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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Develop a work plan to conduct field inspections	1.1.Traders are identified for inspection in accordance with organisational priorities. 1.2.Routine field inspections are scheduled to complement other inspection activities whilst maximising organisational efficiencies and effectiveness. 1.3.Appropriate equipment is identified and accessed. 1.4.Specific inspection arrangements are made with the trader. 1.5.Relevant reference and/or technical information and trader history is researched.
2. Maintain test equipment during a field inspection	2.1.Test equipment is transported in accordance with manufacturers' specifications and organisational procedures. 2.2.Test equipment is operated within manufacturers' specifications and organisational procedures. 2.3.Failures and repairs of test equipment are reported in accordance with organisational procedures.
3. Conduct initial on-site assessment of the trading premises	3.1.Surveillance of the trading premises is undertaken to evaluate the trading practices in use. 3.2.Officer establishes their identity with the trader or responsible person and explains the purpose of the inspection. 3.3.Local workplace, health and safety issues relevant to the premises are identified and appropriate action is taken to comply. 3.4.Measuring instruments used for trade are identified and the inspection is planned with minimal disruption to the trader. 3.5.Locations for product return or disposal are identified for later use.
4. Inspect instruments and/or trading practices	4.1.Measuring instruments are selected for inspection in accordance with organisational guidelines. 4.2.Test equipment is used in accordance with organisational procedures taking into consideration workplace health and safety factors. 4.3.Relevant test procedures for verification and in-service inspection are conducted in accordance with organisational procedures. 4.4.Inspection of pre-packed articles is conducted in

ELEMENT	PERFORMANCE CRITERIA
	accordance with organisational procedures. 4.5.Trading practices are identified and action is taken to remedy any non-compliance.
5. Undertake an investigation where a breach is detected	5.1.Evidence relating to the breach is gathered. 5.2.Trader and witnesses are interviewed for supporting evidence. 5.3.Chain of evidence is maintained.
6. Complete documentation for inspection	6.1.Instrument and trader information is recorded accurately for the organisation's information system. 6.2.Inspection documentation is completed in accordance with organisational procedures.
7. Advise trader of inspection outcomes	7.1.The trader is advised of instrument test, pre-packed article and trading practice results where appropriate. 7.2.The trader's enquiries and concerns are discussed. 7.3.Legislative requirements, obligations and possible corrective solutions are explained to the trader where appropriate. 7.4.The trader is advised of reporting procedures and possible outcomes for any detected breaches. 7.5.Follow-up activities are planned if required.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Look for evidence that confirms skills in:

- accessing and interrogating organisation's information system for relevant trader information
- researching and collecting information
- scheduling inspection activities
- identifying priorities and their integration into routine field inspections
- being aware of the operational needs of the trader
- selecting instruments for tests
- completing calibration/repairs
- evaluating information gathered during surveillance to identify non-compliance

REQUIRED SKILLS AND KNOWLEDGE

- conducting surveillance of trading premises
- using the organisation's identification procedure (e.g. ID card)
- explaining the purpose of the inspection to the trader
- obtaining workplace, health and safety information specific to the trading environment
- recording data plate information and instrument errors
- monitoring sales transactions
- assessing advertising used on or outside the premises
- identifying incorrect trading practices
- gathering evidence to prove a breach
- preparing interview questions to cover all elements of an offence
- using assertive communication and active listening

Required knowledge

Look for evidence that confirms knowledge of:

- the organisation's inspection priorities
- options for dealing with conflicting priorities
- a range of equipment used for trade measurement field inspections
- alternative contact arrangements
- a range of environmental factors that impinge on measuring instruments
- criteria for selecting instruments
- test equipment transportation specifications and procedures
- variations from transport specifications and procedures requiring appropriate approval
- variations from operating specifications and procedures requiring appropriate approval
- types of failure that might occur and possible remedies in a range of test equipment
- preventative work practices/maintenance to keep equipment in good working order
- methods of surveillance
- legislative requirements for the inspection
- personal responsibility for workplace, health and safety
- workplace, health and safety issues relating to a range of occupational and business environments
- contingencies to facilitate minimal disruption to the trader
- action that would be taken if incorrect disposal occurs
- research methods used to determine instrument performance trends
- workplace, health and safety requirements for a range of test procedures and working environments
- a range of environmental and operational factors that may adversely influence the accuracy of instruments, and action required to remedy their effect
- organisational guidelines for the selection of pre-packed articles for inspection

REQUIRED SKILLS AND KNOWLEDGE

- a range of non-compliance issues for trading practices
- strategies used to prove breaches of trading practices including trial purchases
- the format and procedure for conducting an interview in accordance with organisational guidelines
- the principles of natural justice; requirements of appropriate legislation; judges' or court rules; the organisation's code of conduct
- strategies for handling conflict
- cultural and gender issues that influence the communication/interviewing process
- maintenance of evidence integrity
- recording and secure storage of evidence in accordance with organisational procedures can be explained.
- 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
- strategies for handling conflict situation
- sensitivity to cultural and gender issues that influence the communication process
- corrective solutions for a range of scenarios
- legislative requirements for a range of trading environments
- reporting processes and outcomes
- accurate interpretation of enforcement guidelines
- methods for conducting a follow-up activity

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

A person who demonstrates competency in this unit must be able to conduct a field inspection. Competency in this unit cannot be claimed until all prerequisites have been satisfied.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.

Context of and specific resources for assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with conducting a field inspection, or other units requiring the exercise of the skills and knowledge covered by this unit.

Method of assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

EVIDENCE GUIDE**Guidance information for assessment****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.

Technical information and trader history

Organisation's databases, business/company details

Trading practices

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

Specific test equipment, reference standards, safety equipment, product handling equipment

Workplace, health&safety

Storage of test equipment, site/premises conditions, disposal of dangerous materials, storage of seized equipment, specific safety equipment and clothing

Non-compliance

Short measure, over-pricing, incorrect marking of packages

Documentation

Organisational forms, notices, field books, evaluation form or report, fees, servicing licensee forms, educational material/brochures

Unit Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units		

Competency field

Competency field	Quality
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