



Australian Government

Department of Education, Employment and Workplace Relations

MSATMINS403A Inspect a range of trading practices

Revision Number: 1

MSATMINS403A Inspect a range of trading practices

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the inspection of trading practices and application of National Test Procedures to determine whether the method of advertising, selling and measuring an article complies with national measurement legislation.
------------------------	---

Application of the Unit

Application of the unit	This unit of competency is applicable to trade measurement inspectors appointed under national measurement legislation who may inspect a wide range of trading practices as part of their allocated duties. Compliance with national legislation governing trading practices applies to the measurement and transactions of all products sold by reference to measurement in all industry sectors. Industry representatives have provided case studies to illustrate the practical application of this unit of competency and to show its relevance in a workplace setting. These are found at the end of this unit of competency under the section 'This competency in practice'.
--------------------------------	--

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
-----------------------------	--

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.
---	--

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for inspection	1.1. Identify and evaluate the type of trading practices to be inspected 1.2. Access and review any history of previous inspections at trader's premises 1.3. Access and correctly interpret appropriate documentation required for the inspection 1.4. Identify and access test equipment, investigation equipment and consumables required for the inspection 1.5. Ensure specified test equipment is fit for purpose in accordance with applicable legislation and organisational procedures 1.6. Store and transport test equipment in accordance with organisational procedures and industry best practice 1.7. Identify workplace health and safety issues relevant to the inspection
2. Conduct a trial purchase	2.1. Observe and assess visible trading practices prior to entry into the premises 2.2. Identify scope and expected outcomes of the trial purchase 2.3. On entry to the premises, evaluate trading practices and where applicable modify trial purchase strategy to maximise inspection outcomes 2.4. Conduct trial purchase while observing the measurement process and staff actions 2.5. Assess trader's performance against expected outcomes 2.6. Analyse any variances from the expected outcomes and identify isolated or systemic issues related to the trial purchase
3. Initiate inspection	3.1. Identify the site controller, explain the purpose of the inspection and produce formal identification, if required 3.2. Identify site workplace health and safety issues and implement appropriate control strategies 3.3. Conduct a preliminary evaluation of the site's trade measurement activities and prioritise inspection to maximise outcomes 3.4. Identify measuring instruments being used for trade

ELEMENT	PERFORMANCE CRITERIA
	3.5. Identify site's trading practice activities and plan inspection to minimise disruption to the public and trader
4. Examine measurement related advertising for compliance	4.1. Identify the articles which are required to be sold by specific measurement or in terms of a measurement at base conditions 4.2. Inspect and evaluate measurement related advertising used by the trader 4.3. Identify any non-compliances with legislative requirements
5. Examine trade measuring instrument operation	5.1. Inspect measuring instrument operating environment and determine instrument suitability for purpose 5.2. Evaluate measuring instrument operation against legislative requirements, organisational policy and procedures 5.3. Modify the operating environment or implement alternative arrangements to ensure reliable test conditions, as necessary 5.4. Identify the maximum permissible errors for the instrument from the legislative requirements 5.5. Use test equipment safely in accordance with applicable legislation and organisational procedures 5.6. Check instrument for compliance with the appropriate Certificates of Approval 5.7. Inspect the instrument in accordance with relevant National Test Procedure and appropriate National Measurement Institute policy 5.8. Evaluate results against prescribed performance criteria and determine if the instrument is suitable for trade use in accordance with legislative requirements
6. Validate the measurement of articles	6.1. Identify articles sold by reference to measurement 6.2. Examine the process used by the trader for measuring an article 6.3. Evaluate the trader's measurement procedure 6.4. Measure an article in accordance with the appropriate National Test Procedure, organisational policy and procedures
7. Analyse and report inspection results	7.1. Analyse inspection data for unacceptable trends 7.2. Use test reports to present inspection results in the required format 7.3. Complete inspection documentation in accordance

ELEMENT	PERFORMANCE CRITERIA
	with legislative requirements and organisational procedures 7.4. Communicate inspection results within the specified time and in accordance with organisational guidelines 7.5. Recommend follow-up actions as appropriate
8. Act on non-compliance	8.1. Record and collect evidence of any identified non-compliance in accordance with legislative requirements, organisational policy and procedures 8.2. Select applicable enforcement action for the non-compliance in accordance with legislative requirements, organisational policy and procedures 8.3. Inform trader of non-compliances and the consequences of failing to have them corrected 8.4. Implement enforcement action in accordance with legislative requirements, organisational policy and procedures 8.5. Maintain the rights of the trader at all times

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- accessing, interpreting and applying a range of documents for the inspection of trading practices including:
 - national measurement legislation
 - National Test Procedures
 - National Measurement Institute inspection policy
- accessing and interpreting Certificates of Verification for a range of reference standards
- performing inspections over a wide range of environments
- using advanced communication and negotiation skills to:
 - explain the purpose of inspection
 - inform traders of non-compliances and consequences of failing to rectify them
 - access external equipment and resources to complete the inspection
 - explain inspection procedures and outcomes to traders and managers
- accessing, transporting, setting up, validating, using and maintaining a range of test equipment and reference standards
- identifying and evaluating environmental impacts on performance of a range of measuring instruments
- identifying and evaluating impacts of trader procedures on the measurement of articles
- conducting tests and recording results with close attention to detail and accuracy
- performing calculations involving:
 - fractions, decimals, ratios, proportions and percentages
 - scientific notation, correct units and the correct number of significant figures
 - interpretation of statistical quantities, such as mean, median, mode, range, variance and standard deviation
- identifying non-compliances with national measurement legislation relating to trading practices and initiate appropriate enforcement action including warning, infringement notice, undertaking, injunction and prosecution
- identifying potential measuring instrument non-compliance with national measurement legislation and initiating an appropriate inspection strategy
- planning routine tasks
- developing/implementing an efficient inspection strategy that has a limited impact on traders, the public, employees and suppliers
- demonstrating professionalism and maintaining the rights of the trader at all times
- solving routine/expected problems
- working safely which may include applying basic first aid

REQUIRED SKILLS AND KNOWLEDGE**Required knowledge**

- general physical principles and concepts including weight, mass, gravity, volume, length and area
- knowledge of the operating procedures across a range of retail environments and some industrial and petroleum environments
- knowledge of metrological terms and terminology such as maximum permissible errors, traceability and uncertainty
- national measurement legislation applicable to trading practices and measuring instruments
- detailed knowledge of National Test Procedures and operating procedures for equipment and reference standards used in job role including:
 - purpose of test
 - test conditions and possible environmental impacts on performance of the instrument
 - key preparation/measurement steps in test method
 - calculation steps to give results in appropriate units and precision
 - maximum permissible errors for measuring instruments under inspection
- procedures for completing inspection documentation
- organisational policy and procedures for inspecting trading practices
- safety principles and procedures relevant to instruments and test environment
- basic first aid and site safety induction if required

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

Competency must be demonstrated in the ability to perform consistently at the required standard while inspecting any of the trading practices listed in the Range Statement.

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

Assessors should ensure that candidates can:

- identify, access and apply test procedures
- identify and use suitable reference standards
- evaluate and adjust the impact of the operating environment on the performance of the instrument
- analyse test results to determine the instrument's suitability for verification (trade use)
- identify and implement additional inspection strategies for non-trading practice related breaches of national measurement legislation
- recognise and act on non-compliance
- maintain the security and confidentiality of data in accordance with organisational and regulatory requirements
- report results in the required formats and expected timeframe.

Context of and specific resources for assessment

This unit of competency is to be assessed in the workplace or simulated workplace environment.

This unit of competency may be assessed with:

- MSATMINS404A Inspect a range of pre-packaged products
- MSATMINS301A Inspect a range of simple measures
- MSATMINS302A Inspect a range of simple measuring instruments
- MSATMINS401A Inspect a range of weighing instruments
- MSATMINS402A Inspect a range of liquid measuring instruments using volume measures.

Resources may include:

- measuring instruments, test equipment and reference

EVIDENCE GUIDE	
	standards • computer and relevant software and/or organisation information management system • Certificates of Approval for instruments • relevant legislative and organisational procedures.
Method of assessment	The following assessment methods are suggested: • questions to assess understanding of relevant procedures, trader obligations and remedial actions • review of inspection reports prepared by the candidate • feedback from supervisors and peers regarding the candidate's ability to inspect trading practices in accordance with legislative and organisational procedures • observation of the candidate conducting a trading practice inspection. In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.
This competency in practice	Industry representatives have provided the case studies below to illustrate the practical application of this unit of competency and to show its relevance in a workplace setting. An inspector is allocated a file to investigate a consumer complaint alleging that a butcher is over charging on purchases of meat. During preparation for the inspection, the inspector notices that the trader was recently issued with an infringement notice for a similar offence. On arrival at the premises, the inspector observes the trading practices visible from outside the premises and develops a trial purchase plan. On entry, the inspector inspects the shop layout, staff actions, operation of the scales, advertising and the method of selling meat. He/she observes some cuts of meat are not being advertised and sold by weight as required by national measurement legislation and eye fillet is being advertised for sale at a price per 100 g without a reference to its price per kilogram. The inspector modifies the purchase plan to include an additional purchase of meat not apparently

EVIDENCE GUIDE

being sold by weight.

The inspector conducts the trial purchase of two separate cuts of meat. The first cut of meat is weighed on a scale that indicates 0.050 kg without anything on the weigh platter. The second cut is being sold for a set price per item. After paying for the meat, the inspector identifies the site controller, introduces him/herself, explains a trial purchase had been completed and the process for the remainder of the inspection. The inspector weighs the first cut of meat on the same scale used by the butcher during the trial purchase. Before weighing the meat, he/she resets the scale to zero and finds the meat weighs 0.050 kg less than the weight he/she was charged for. The pre-packaged products being offered for sale are found to be correct weight and correctly marked as required by legislation. The inspector records notes of the trial purchase in his/her notebook, then tests the accuracy of the weighing instruments and notes that the scales had been verified last month.

Before leaving the premises, the inspector informs the site controller of the non-compliances: i.e. selling an article with a short fall, using a weighing instrument incorrectly, selling meat other than by reference to its weight and not advertising meat for sale at a price per kilogram. He/she outlines the resulting enforcement actions and consequences for failing to correct the non-compliances.

On returning to the office, the inspector disposes of the trial purchase, files his/her notes and photographs as evidence of the non-compliance and reports the inspection outcomes in accordance with organisational policy and procedures.

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.

Appropriate documentation	Where reference is made to documentation, it is expected the latest version will be used. Appropriate documentation may include: • reference standards • Certificates of Verification • measuring instrument Certificates of Approval • test procedures for measuring instruments • organisational test reports • organisational procedures e.g. company quality assurance manual • National Measurement Act • occupational health and safety (OHS) regulations, guidelines and procedures • material safety data sheets • equipment manuals and warranty, supplier catalogues and handbooks
Certificates of Approval	Certificates of Approval may include: • any Certificate issued by the Chief Metrologist under Regulation 60 of the National Measurement Regulations approving the pattern of a limited weighing instrument as being suitable for trade
Enforcement action	Enforcement action may include: • formal warnings • infringement notice • formal undertaking • injunction • prosecution
Test equipment	Test equipment may include: • reference standards of measurement • weighing instruments

RANGE STATEMENT	
	• trolleys • cameras • video and audio recorders
Legislation	Legislation may include: • national measurement legislation • applicable Commonwealth, state and territory OHS legislation
National Measurement Institute policy	• National Measurement Institute policy may include: • test procedure variations between a verification, in-service or audit inspection • bulletin • instruction • determination • policy documents
National Test Procedures	National Test Procedures may include: • measuring instrument test procedures • article measurement procedures • any other test procedure prescribed by the National Measurement Institute
OHS and environmental management requirements	OHS and environmental management requirements refer to: • all operations must comply with enterprise OHS and environmental management requirements, which may be imposed through state/territory or Federal legislation. These requirements must not be compromised at any time • all operations assume the potentially hazardous nature of samples and require standard precautions to be applied • where relevant, users should access and apply current industry understanding of infection control issued by the National Health and Medical Research Council and State and Territory Departments of Health
Operating environmental impacts	Operating environmental impacts may include: • vibration • wind

RANGE STATEMENT	
	• heat • dust • electromagnetic interference • out of level • liquid being measured
Records	Records may include: • test reports • safety procedures • a history of equipment calibration and test results
Trading practices	Trading practices may include: • how a measuring instrument is used • position of measuring instruments • measurement advertising • how the measurement of an article is determined • the type of measurement used to sell an article • the base conditions at which the measurement of an article is determined

Unit Sector(s)

Unit sector	Trade Measurement
--------------------	-------------------

Competency field

Competency field	
-------------------------	--

Co-requisite units

Co-requisite units		

Co-requisite units		