



Australian Government

Assessment Requirements for MSFGN3004 Resolve quality and compliance issues

Release: 1

Assessment Requirements for MSFGN3004 Resolve quality and compliance issues

Modification History

Release 1. Supersedes and is equivalent to MSFSS3003 Resolve quality and compliance issues

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements, performance criteria, and foundation skills of this unit, which must include the ability to:

- plan and safely and effectively complete checks on five different products or processes relevant to own work in fabricating, assembling, or installing blinds, awnings, shutters, security screens or grilles
- recommend and have accepted:
 - planned solutions to actual or potential quality and compliance issues
 - planned strategies to evaluate solutions
- implement recommended solutions and report on each of the above five resolution processes and their outcomes
- avoid backtracking, work flow interruptions and wastage
- work with others in a team and use cooperative approaches to optimise productivity.

Three of the above issues must be separate and different quality issues, and two must be separate and different compliance issues.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- quality and compliance requirements relating to products and processes being checked in performance evidence:
 - Australian standards
 - state and territory legislation and local government regulations
 - accepted industry good practice
 - manufacturer specifications
 - product drawings
- key features of product specifications and workplace procedures relating to product and process checks described in performance evidence
- work health and safety (WHS), legislative, and workplace requirements relevant to undertaking quality and compliance checks in the performance evidence, including safety data sheets, hazardous and dangerous goods codes and safe operating procedures
- workplace procedures relating to:

- identifying and resolving quality and compliance issues
- communicating and escalating non-compliance issues with required personnel
- recording and reporting non-compliance information
- safe handling requirements for equipment, products and materials, including use of personal protective equipment
- following work instructions and inspection processes to:
 - minimise the risk of injury to self and others
 - prevent damage to goods, equipment and products
 - maintain required production output and product quality
- environmental protection requirements relating to disposal of waste material

Assessment Conditions

Assessment must occur in the workplace, or in a simulated environment that reflects workplace conditions and contingencies.

Access is required to:

- products and processes in the blinds, awnings, shutters, security screens or grilles sectors relevant to candidate where there are quality and compliance issues, which relate to at least two of the following:
 - hardware or software quality or compliance issues
 - user or procedural quality or compliance issues that increase wastage, or unnecessary increase in production or installation time
- defective or inappropriate products, materials or equipment
- PPE applicable to job requirements
- workplace documentation relevant to products and processes being checked, including quality and compliance criteria:
 - manufacturer and product specifications
 - relevant and current legislation, regulations, codes and standards
 - state, territory and local authority policies
- colleagues with specialist and higher level experience to whom quality and compliance issues can be escalated.

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0601ab95-583a-4e93-b2d4-cfb27b03ed73>