



Australian Government

MSFGN3004 Resolve quality and compliance issues

Release: 1

MSFGN3004 Resolve quality and compliance issues

Modification History

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

Application

This unit of competency describes the skills and knowledge required to identify actual and potential quality and compliance issues, and plan and implement cost-effective and efficient solutions to resolve those issues.

The unit applies to those resolving routine quality and compliance issues in the fabrication, assembly and installation of blinds, awnings, shutters, security screens and grilles. Resolution of non-routine issues identified in the course of this work is not part of this unit.

Licensing, legislative or certification requirements apply to this unit as roller shutter installers require a building licence in certain States. Relevant state/territory and local government agencies should be consulted to determine necessary certification or licensing for installing roller shutters. Access to construction sites requires certification of general induction training specified by the National Code of Practice for Induction for Construction Work (ASCC 2007).

Pre-requisite Unit

Not applicable.

Unit Sector

Generic

Elements and Performance Criteria

Elements	Performance Criteria	
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.	
1. Plan and organise quality and compliance checks	1.1	Identify nature and scope of quality and compliance checks to be undertaken on work products and processes
	1.2	Access and interpret instructions and plans applicable to work products and processes
	1.3	Access and interpret legislative and workplace quality and compliance documentation applicable to checking process

Elements Elements describe the essential outcomes.	Performance Criteria Performance criteria describe the performance needed to demonstrate achievement of the element.	
	1.4	Identify work health and safety (WHS) and personal protection requirements of compliance check according to workplace procedures
	1.5	Plan and organise required materials, tools and equipment according to workplace and safety procedures and in line with workplace environmental considerations
2. Identify quality and compliance issues	2.1	Investigate products and processes and note actual and potential quality and compliance issues in workmanship, process, and materials
	2.2	Assess nature and scope of noted non-compliances
	2.3	Document current condition of hardware, software, user and procedure
	2.4	Provide verbal and written reports on identified actual and potential quality and compliance issues to required personnel according to workplace procedures and nature of issue
	2.5	Escalate actual and potential quality and compliance issues that represent imminent risk and are outside scope of own level of responsibility
3. Plan and implement solutions to resolve quality and compliance issues	3.1	Identify and prioritise cost-effective and efficient solutions to resolve identified quality and compliance issues and meet quality, compliance and performance requirements
	3.2	Determine quality and compliance issues that can be resolved at own level, and escalate where specialist and higher level intervention is required according to workplace procedures
	3.3	Plan solution to resolve quality and compliance issues
	3.4	Check that planned solution complies with quality and workplace requirements
	3.5	Plan strategies for evaluating effectiveness of planned solution
	3.6	Document planned solution and evaluation strategies, and

Elements	Performance Criteria	
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		seek authorisation to proceed as required according to workplace procedures
	3.7	Implement planned solution to rectify identified non-compliances within scope of own role and according to workplace procedures
4. Finalise quality and compliance resolution process	4.1	Maintain record of substantiated non-compliances
	4.2	Evaluate effectiveness of implemented solution using established strategies
	4.3	Legibly complete and process report detailing quality and compliance issues and implemented solution according to workplace requirements
	4.4	Clean work area and dispose of, re-use and recycle waste safely and sustainably according to workplace procedures
	4.5	Check tools and equipment, and tag and report faulty items according to established workplace practices
	4.6	Clean and store remaining materials, tools and equipment according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria of this unit of competency.

Learning skills to:	- review own skills and knowledge in relation to quality and compliance criteria, and seek information as required - approach colleagues where assistance and advice are needed in identifying and resolving quality and compliance issues
Numeracy skills to:	- interpret, discuss and use routine mathematical information in documentation and identify quality and compliance implications - complete measurements and estimate product and material requirements
Reading skills	interpret basic plans, quality and compliance criteria and safety procedures

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria of this unit of competency.

to:

- read work instructions, including job sheets, cutting lists, plans, drawings and designs

Unit Mapping Information

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

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for MSFGN3004 Resolve quality and compliance issues

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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.

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