



Australian Government

MSFSS3003 Resolve quality and compliance issues

Release: 1

MSFSS3003 Resolve quality and compliance issues

Modification History

Release 1 - New unit of competency

Application

This unit of competency covers resolving routine quality and compliance issues in the fabrication, assembly and installation of security screens and grilles.

Licensing, legislative or certification requirements may apply to this unit and relevant state/territory and local government agencies should be consulted to determine any necessary certification or licensing for undertaking security screens and grilles work. 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

Competency Field

Unit Sector

Security Screens and Grilles

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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| 1 | Plan and prepare for work | 1.1 | Applicable work health and safety (WHS), legislative and organisational requirements relevant to quality or compliance issues in the manufacturing and installation of security screens and grilles are verified and complied with |
| | | 1.2 | Instructions and/or plans are read and interpreted to identify the process required to complete work tasks |
| | | 1.3 | Tools and equipment selected to carry out tasks are consistent with the requirements of the job, checked for serviceability, and any faults are rectified or reported prior to commencement |
| | | 1.4 | Materials appropriate to the work application are identified, obtained, prepared, safely handled and located ready for use |

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| | | 1.5 | Workplace environment considerations are identified and measures to reduce noise, dust and obstacles are applied |
| 2 | Identify quality and/or compliance issues | 2.1 | Issues to be investigated are defined and determined |
| | | 2.2 | Issues are assessed to determine whether it is a defect in workmanship, process or material |
| | | 2.3 | Current conditions of hardware, software, user or procedure are objectively identified and documented |
| | | 2.4 | Verbal and/or written report is provided in accordance with organisation policy on the nature of the problem and probable cause |
| 3 | Recommend solutions to resolve issues identified | 3.1 | Hardware, software, user or procedural quality and/or compliance areas are reported to appropriate person in the organisation |
| | | 3.2 | Potential solutions to resolve the issue are identified and ranked |
| | | 3.3 | A determination is made in accordance with organisational policy whether the issue can be resolved at current or higher level |
| | | 3.4 | Solution to fix the issue or refer is selected and provided to an appropriate person for decision |
| | | 3.5 | Implementation of the recommended solution is planned together with an evaluations strategy to assess the solutions' effectiveness |
| | | 3.6 | Verbal and/or written report is submitted in accordance with organisational requirements recommending action to be taken and/or advising action taken and outcome |
| 4 | Complete work and clean up | 4.1 | Work area is cleared and materials disposed of, re-used or recycled in accordance with organisational requirements |
| | | 4.2 | Tools and equipment are cleaned, checked, maintained and stored in accordance with organisational requirements |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency. Detail on appropriate performance levels for each furnishing unit of competency in reading, writing, oral communication and numeracy utilising the Australian Core Skills Framework (ACSF) are provided in the Furnishing Training Package Implementation Guide.

Range of Conditions

Specifies 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. Range is restricted to essential operating conditions and any other variables essential to the work environment.

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| Unit context includes: | <ul style="list-style-type: none">• WHS requirements, including legislation, building codes, material safety management systems, hazardous and dangerous goods codes, and local safe operating procedures or equivalent• work is carried out in accordance with legislative obligations, environmental legislation, relevant health regulations, manual handling procedures and organisation insurance requirements• work requires individuals to demonstrate some discretion, judgement and problem solving |
| Quality or compliance issues include: | <ul style="list-style-type: none">• hardware• software• user and/or procedural quality or compliance issues that increase:<ul style="list-style-type: none">• wastage• re-work and/or increase production/installation time• defective or inappropriate materials and/or equipment• that prescribed under legislation, regulation and enterprise policies and practices |
| Personal protective equipment includes: | |
| Information and procedures include: | <ul style="list-style-type: none">• workplace procedures relating to the use of tools and equipment and personal protective equipment• work instructions, including job sheets, cutting lists, plans, drawings and designs• workplace procedures relating to reporting and communication• manufacturer specifications and operational procedures |

Unit Mapping Information

Supersedes and is equivalent to LMFSS3003A 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 MSFSS3003 Resolve quality and compliance issues

Modification History

Release 1 - New unit of competence

Performance Evidence

- Interpret work order and locate and apply relevant information
- Apply safe handling requirements for equipment, products and materials, including use of personal protective equipment
- Identify materials used in the work process
- Follow work instructions, operating procedures and inspection processes to:
 - minimise the risk of injury to self or others
 - prevent damage to goods, equipment and products
 - maintain required production output and product quality
- Inspect and assess of a minimum of three (3) separate and different quality and two (2) compliance issues and have recommendations accepted
- Use mathematical ideas and techniques to correctly complete measurements, calculate area and estimate material requirements
- Communicate ideas and information to enable confirmation of work requirements and specifications and the reporting of work outcomes and problems, interpret basic plans and follow safety procedures
- Avoid backtracking, work flow interruptions or wastage
- Work with others and in a team by recognising dependencies and using cooperative approaches to optimise work flow and productivity

Knowledge Evidence

- State or territory WHS legislation, regulations, standards and codes of practice relevant to the full range of processes for resolving quality and compliance issues
- Organisational and site standards, requirements, policies and procedures for resolving quality and compliance issues
- Environmental protection requirements relating to the disposal of waste material
- Established communication channels and protocols
- Relevant problem identification and resolution
- Current industry practices
- Procedures for the recording, reporting and maintenance of workplace records and information

Assessment Conditions

- Assessors must:

- hold training and assessment competencies as determined by the National Skills Standards Council (NSSC) or its successors
- have vocational competency in the furnishing industry at least to the level being assessed with broad industry knowledge and experience, usually combined with a relevant industry qualification
- be familiar with the current skills and knowledge used and have relevant, current experience in the furnishing industry.
- Assessment methods must confirm consistency of performance over time rather than a single assessment event and in a range of workplace relevant contexts.
- Assessment must be by observation of relevant tasks with questioning on underpinning knowledge and, where applicable, multimedia evidence, supervisor's reports, projects and work samples.
- Assessment is to be conducted on single units of competency or in conjunction with other related units of competency. Foundation skills are integral to competent performance in the unit and should not be assessed separately.
- Assessment must occur on the job or in a workplace simulated facility with relevant process, equipment, materials, work instructions and deadlines.
- Access is required to materials and equipment relevant to rectifying quality and compliance issues in the manufacturing and/or installation of security screens and grilles, specifications, and relevant standards.

Links

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