



Australian Government

MSTGN5002 Coordinate quality assurance for TCF products and services

Release: 1

MSTGN5002 Coordinate quality assurance for TCF products and services

Modification History

Release 1. Supersedes and is equivalent to LMTGN5002B Coordinate quality assurance for textiles clothing and footwear products and services

Application

This unit of competency covers the skills and knowledge required to coordinate quality assurance of textiles, clothing and footwear (TCF) products and services.

The unit of competency applies to coordinating quality assurance to ensure goods and services meet quality standards. Supplier in this unit may refer to a supplier to the organisation, or where the organisation is the supplier.

This unit of competency is applicable to all sectors of the TCF industry.

Work may be conducted in small to large scale enterprises and may involve individual and team activities.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Generic

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

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

1 Determine job requirements

- 1.1 Follow standard operating procedures (SOPs)
- 1.2 Comply with work health and safety (WHS) requirements at all times
- 1.3 Use appropriate personal protective equipment (PPE) in

			accordance with SOPs
		1.4	Identify job requirements from specifications, drawings, job sheets or work instructions
2	Review own or supplier quality assurance process	2.1	Assess and evaluate own or supplier capability and quality system
		2.2	Evaluate processes for production and delivery of goods or services
		2.3	Make recommendations concerning ability to comply with quality standards according to WHS practices and, where relevant, quality accreditation requirements
3	Establish quality assurance agreement with supplier or customer	3.1	Identify and document specifications of goods and services to be supplied
		3.2	Confirm precise quality requirements with supplier or customer
		3.3	Negotiate agreed quality assurance system and delivery dates
		3.4	Establish and agree on verification method and systems and procedures for dispute settlement.
		3.5	Determine recording system for products or services that ensures traceability, where required
4	Check and record quality performance	4.1	Work with relevant personnel to establish procedures to check that materials or products conform to quality standards
		4.2	Coordinate checks of quality of materials, services or equipment delivered
		4.3	Initiate corrective action where applicable, to obtain or maintain desired quality
		4.4	Maintain records of quality assurance process and prepare reports according to workplace procedures

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for 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.

Workplace procedures include one or more of the following:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- SOPs
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling
- WHS practices

Australian Standards include:

- the relevant industry or Australian Standards that are current at the time this unit is being undertaken

Quality standards include, but are not limited to, one or more of the following:

- materials
- component parts
- final products
- services
- production processes

Quality assurance includes, but is not limited to, three or more of the following:

- monitoring conformance with specifications
- reporting of variances
- consulting and liaising with suppliers and other functional areas
- evaluating supplier capabilities
- preparing reports and other documentation
- monitoring and reviewing procedures

- inspections
- audits of compliance with quality control guidelines

WHS practices

WHS practices include hazard identification and control, risk assessment and implementation of risk reduction measures specific to the tasks described by this unit, and include one or more of the following:

- manual handling techniques
- SOPs
- PPE
- safe materials handling
- taking of rest breaks
- ergonomic arrangement of workplaces
- following marked walkways
- safe storage of equipment
- housekeeping
- reporting accidents and incidents
- environmental practices

Unit Mapping Information

Release 1. Supersedes and is equivalent to LMTGN5002B Coordinate quality assurance for textiles clothing and footwear products and services

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a203ec5c-de7d-406b-b3e1-8f1a9b76e92e>

Assessment Requirements for MSTGN5002 Coordinate quality assurance for TCF products and services

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria, and include:

- reading and following work instructions, standard operating procedures (SOPs), safe work practices
- applying relevant standards
- establishing quality assurance expectations for at least three (3) products or a small range by documenting specifications of goods and services to be supplied, confirming precise quality requirements with supplier or customer, and negotiating agreed quality assurance system and delivery dates
- liaising with suppliers and customers to negotiate agreement for all aspects of the quality process, including dispute resolution processes, for at least three (3) products or a small range
- documenting all quality assurance agreements, specifications, standards and service requirements
- coordinating quality assurance process, measurements and visual inspections of materials, component parts and final products to check products or services conform to specifications and quality standards
- taking required action to address any breaches of quality assurance agreements
- maintaining records of quality assurance process for at least three (3) products or a small range, and preparing reports according to workplace procedures.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- relevant Australian Standards
- quality standards, codes of practice, policies and procedures
- production processes, materials and products
- characteristics of materials, products services and equipment provided by external suppliers
- appropriate quality methodologies, their capabilities, limitations and applicability
- relevant measurement techniques and quality checking procedures
- mechanism for dispute resolution and effective communication skills
- workplace procedures

- recording and reporting practices.

Assessment Conditions

- Assessors must:
 - satisfy the assessor competency requirements that are in place at the time of the assessment, as set by the VET regulator
 - have vocational competency in coordinating quality assurance for textiles clothing and footwear products and services, at least to the level being assessed, with relevant industry knowledge and experience.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- The unit is applicable to all TCF sectors and assessment must ensure it is delivered to suit the industry it is being applied to.

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