



Australian Government

NWPGEN010 Contribute to continuous improvement of quality systems

Release: 1

NWPGEN010 Contribute to continuous improvement of quality systems

Modification History

Release	Comments
1	This unit was released in NWP Water Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to NWP432A Contribute to the continuous improvement of quality systems. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice • Unit title changed to better reflect unit outcomes • One new PC added in Element 1 • PC 1.2 revised

Application

This unit describes the skills required to understand and implement quality systems in the water industry and to identify opportunities for improvement in quality outcomes for the organisation.

This unit applies to those working as water industry technicians or supervisors with a responsibility for the implementation of quality systems.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously, usually with supervisory responsibilities, while performing complex tasks in a range of contexts.

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

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Interpret and communicate quality system requirements	1.1 Interpret the accreditation requirements for relevant water quality systems. 1.2 Identify implications of non-conformance with quality accreditation requirements. 1.3 Communicate requirements and implications to work colleagues. 1.4 Review standard operating procedures to ensure compliance with current quality accreditation and legislative requirements.
2. Implement quality systems	2.1 Define individual roles and responsibilities in quality system implementation. 2.2 Implement standard operating procedures to ensure compliance with quality systems. 2.3 Record relevant data for quality system monitoring. 2.4 Record and report observations of non-conformance with quality accreditation requirements.
3. Identify and correct quality system implementation problems	3.1 Analyse system monitoring data to identify variances that indicate abnormal or sub-optimal performance. 3.2 Review non-conformance reports to identify contributing factors. 3.3 Identify corrective action to remove or control the risk of sub-optimal performance.
4. Contribute to improvement of quality system implementation	4.1 Develop recommendations for continuous improvement of work practices, methods, equipment and procedures. 4.2 Consult all relevant work colleagues to refine recommendations. 4.3 Document recommendations for quality system implementation improvements and record the required modifications in standard operating procedures.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning NA					Reading					Writing					Oral communication					Numeracy				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to NWP432A Contribute to the continuous improvement of quality systems.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=26336bc0-04e5-49d9-8c31-46c49b6a0037>

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Assessment Requirements for NWPGEN010 Contribute to continuous improvement of quality systems

Modification History

Release	Comments
1	These Assessment Requirements were released in NWP Water Training Package release 1.0 and meet the Standards for Training Packages. Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- interpreting a range of complex and technical documents, including relevant:
 - regulatory, legislative, licensing and organisational requirements
 - codes and standards
 - specifications
 - organisational policies
- communicating effectively with a range of relevant parties to articulate complex ideas
- analysing and evaluating reports
- interpreting, maintaining and checking records and documents
- identifying opportunities for improved water management
- implementing operational plans collaboratively and effectively
- monitoring assets to ensure performance meets specifications in management plans
- analysing problems and applying appropriate remedial solutions
- performing various calculations to provide data for the analysis and development of options and solutions
- identifying hazards and developing appropriate responses to control and mitigate risks
- interpreting and communicating the accreditation requirements for, and implications of non-conformance
- monitoring quality systems and reporting non-conformance
- analysing data and proposing improvements

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- relevant legislation, standards and workplace policies and procedures
- relevant quality standards and systems, including:
 - Australian Drinking Water Guidelines
 - HACCP
 - ISO 9000 series quality management and quality assurance standards
 - ISO 14001 environmental management systems
- quality improvement tools and techniques including statistical process control
- communication channels and consultative arrangements
- procedures for addressing non-compliance
- risk assessments
- control charts and control limits

Assessment Conditions

Competency should be assessed in an actual workplace or in a simulated environment, with access to equipment and infrastructure appropriate to the outcome. Competency should be demonstrated over time to ensure the candidate is assessed across a variety of situations.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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