



Australian Government

NWPGEN029 Contribute to continuous improvement of quality systems

Release: 1

NWPGEN029 Contribute to continuous improvement of quality systems

Modification History

Release 1. This is the first release of this unit of competency in the NWP National Water Training Package.

Application

This unit involves the skills and knowledge required to contribute to continuous improvement of quality systems.

It includes understanding and implementing quality systems in the water industry and identifying 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. 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 this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

General

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Interpret and communicate quality

PERFORMANCE CRITERIA

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

1.1 Interpret accreditation requirements for relevant water

system requirements	quality systems
	1.2 Identify implications of non-conformance with quality accreditation according to organisational requirements 1.3 Communicate requirements and implications to relevant personnel 1.4 Review workplace 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 workplace procedures to ensure compliance with quality systems 2.3 Record and maintain relevant data for quality system monitoring according to workplace procedures 2.4 Record and report observations of non-conformance with quality accreditation requirements to relevant personnel
3 Identify and correct quality system implementation issues	3.1 Analyse system monitoring data to identify abnormal performance, sub-optimal performance or process failures 3.2 Review non-conformance reports to identify contributing factors and apply control measures
4 Contribute to improvement of quality system implementation	4.1 Develop recommendations for continuous improvement of work practices, methods, assets and workplace procedures 4.2 Consult relevant personnel to refine recommendations 4.3 Document recommendations for quality system implementation improvements and record the required modifications in workplace procedures

Foundation Skills

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

Range of Conditions

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

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to NWPGEN010 Contribute to 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>

Assessment Requirements for NWPGEN029 Contribute to continuous improvement of quality systems

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes:

- analysing and evaluating data and reports and improvement recommendations
- analysing problems and applying control measures
- communicating effectively with relevant personnel
- identifying opportunities for improved water systems management
- implementing operational plans collaboratively and effectively with relevant personnel
- interpreting a range of documents including relevant:
 - codes of practice and industry standards
 - organisational policies and procedures
 - regulatory, legislative, licensing and organisational requirements
 - specifications
- interpreting and communicating accreditation requirements and implications of non-conformance
- interpreting, maintaining and checking records and documents
- monitoring assets to ensure performance meets specifications in management plans
- monitoring quality systems and reporting non-conformance

Knowledge Evidence

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

- accreditation requirements for water quality systems
- communication channels and consultative arrangements
- control points and control limits
- procedures for identifying and addressing non-compliance
- quality improvement tools and techniques including statistical process control
- relevant legislation, industry standards and workplace policies and procedures
- relevant organisational quality standards and systems
- risk assessments
- workplace data, records and documentation for improvement of quality systems

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

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