



Australian Government

RIIQUA401D Apply a quality management system on site

Release: 3

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Modification History

Release	Comment
1	This unit replaces RIIQUA401A Apply a quality management system on site.
2	Editorial corrections
3	Required frequency and volume of evidence amended in Performance evidence. Substantial amendments made in Assessment Conditions field, including: references to Industry Sectors, assessor and subject matter expert experience requirements, how assessment should be conducted and what it should confirm.

Application

This unit describes a participant's skills and knowledge required to Apply a quality management system on site in the Resources and Infrastructure Industry.

This unit is appropriate for those working in supervisory and technical specialist roles.

Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the unit.

Elements and Performance Criteria

1 Implement quality processes	1.1 Access, interpret and apply quality management documentation and ensure the work activity is compliant 1.2 Actively encourage and support, team members to participate in the quality management plan decision making processes and to assume responsibility and authority 1.3 Provide information on the quality management plan in a language, style and format that is understood by all personnel 1.4 Provide coaching and mentoring support to individuals and teams to maximise implementation of the quality management plan 1.5 Maintain the quality management plan while implementing the quality requirements of other site processes
2 Make recommendations based on performance that has	2.1 Monitor the organisations systems and technology to identify ways in which planning and operations could be improved 2.2 Strengthen customer service by using quality improvement

been monitored and reported on	techniques and processes 2.3 Identify and recommend improvements to the quality management plan to relevant personnel and apply approved recommendations
3 Consolidate opportunities for further development	3.1 Inform individuals and teams of savings and productivity improvements in achieving the quality management plan 3.2 Document work performance and use the information to identify opportunities improve quality 3.3 Manage quality records, reports and recommendations for development in accordance with the quality management plan

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit. Further information is available in the Resources and Infrastructure Industry Training Package Companion Volume.

Unit Mapping Information

RIIQUA401A Apply quality management systems

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIIQUA401D Apply a quality management system on site

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Performance Evidence

Evidence is required to be collected that demonstrates a candidate's competency in this unit. Evidence must be relevant to the roles within this sector's work operations and satisfy all of the requirements of the performance criteria of this unit and include evidence that the candidate:

- locates and applies relevant legislation, documentation, policies and procedures
- works effectively with others to undertake and complete effective application of a quality management system to meet all required outcomes including:
 - preparing for and organising work activities to meet all task requirements
 - communicating clearly and concisely with others to receive and clarify work instructions
 - using a range of communication techniques and aids to advise others of work activity and exclusion zones
- demonstrates completion of the application of a quality management systems that safely, effectively and efficiently meets all of the required outcomes on more than one (1) occasion including:
 - provides encouragement and support to team members
 - participates in decision making processes
 - clearly and concisely communicates information
 - monitor systems and technology, recommends and documents areas of improvement
 - document work performance
 - manages, processes and maintains written records and reports

Knowledge Evidence

The candidate must demonstrate knowledge of the following when applying a quality management system:

- accessing, interpreting and applying the organisation and site requirements and procedures
- key aspects of the organisation's quality system
- quality management plan procedures and requirements
- human resource management principles
- continuous quality improvement processes
- quality management plan monitoring and review procedures and processes

Assessment Conditions

- An assessor of this unit must satisfy the requirements of the NVR/AQTF or their successors; and Industry regulations for certification and licensing; and,
- this unit is best assessed in the context of this sector's work environment;
- this unit must be assessed in compliance with relevant legislation/regulation and using policies, procedures, processes and operational manuals directly related to the industry sector for which it is being assessed; and,
- assessment may be conducted in conjunction with the assessment of other Units of Competency; and,
- assessment must confirm consistent performance can be applied in a range of relevant workplace circumstances; and,
- assessors must demonstrate the performance evidence, and knowledge evidence as outlined in this Unit of Competency, and through the minimum years of current* work experience specified below in an Industry sector relevant to the outcomes of the unit; or,
- where the assessor does not meet experience requirements a co-assessment or partnership arrangement must exist between the qualified assessor and an Industry subject matter expert. The Industry subject matter expert should hold the unit being assessed (or an equivalent unit) and/or demonstrate equivalence of skills and knowledge at the unit level. An Industry technical expert must also demonstrate skills and knowledge from the minimum years of current work experience specified below in the Industry sector, including time spent in roles related to the unit being assessed; and,
- assessor and Industry subject matter expert requirements differ depending on the Australian Qualifications Framework Level (AQF) of the qualification being assessed and/or Industry Sector as follows:

Industry sector	AQF** Level	Required assessor or Industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Construction	1	1 Year
	2	2 Years
Drilling, Coal Mining and Extractive	3-6	3 Years

(Quarrying)		
Metalliferous Mining and Civil Construction	3-6	5 Years
Other sectors	Where this Unit is being assessed outside of the Resources and Infrastructure Sectors assessor and/or Industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no Industry standard is specified should comply with any relevant regulation.	

*Assessors can demonstrate current work experience through employment within Industry in a role relevant to the outcomes of the Unit; or, for external assessors this can be demonstrated through exposure to Industry by conducting frequent site assessments across various locations.

**Where a unit is being delivered outside of a Qualification the first numeric character in the Unit code should be considered to indicate the AQF level

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