



Australian Government

RIIQUA401E Apply a quality management system on site

Release: 1

RIIQUA401E Apply a quality management system on site

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to apply a quality management system on site in the resources and infrastructure industries.

It applies to individuals who work in supervisory roles. They generally contribute to compliance processes by undertaking a varied range of activities as defined in written procedures. They typically work in a structured and familiar work environment.

Licensing, legislative and certification requirements may apply to this unit and can vary between states, territories and industry sectors. Users must check requirements with relevant body before applying the unit.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Implement quality processes	1.1 Obtain, interpret and confirm work requirements 1.2 Access, interpret and apply documentation required to apply a quality management system on site 1.3 Collaborate with team members to participate in the quality management plan decision making processes according to workplace procedures 1.4 Communicate information on the quality management plan to relevant personnel 1.5 Mentor and support to individuals and teams to maximise the implementation of the quality management plan 1.6 Maintain the quality management plan while implementing the quality requirements of other site processes according to workplace procedures
2. Make recommendations	2.1 Monitor the organisations systems and technology to identify ways in which planning and operations could be improved

ELEMENT	PERFORMANCE CRITERIA
based on performance that has been monitored and reported on	2.2 Identify quality improvement techniques and processes 2.3 Identify and recommend improvements to the quality management plan to relevant personnel according to workplace procedures
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 and workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Problem solving	Applies problem solving processes to identify risks, evaluate options and determine solutions
Writing	Prepares specific information that complies with a range of regulatory requirements, using sector-specific terminology
Oral communication	Conveys information and requirements clearly, and listens carefully
Reading	Identifies and interprets relevant information from workplace procedures, documentation and regulations

Unit Mapping Information

Supersedes and is equivalent to RIIQUA401D Apply quality management systems.

Links

Companion Volume implementation guides is found on VETNet -

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

Assessment Requirements for RIIQUA401E Apply a quality management system on site

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- apply a quality management system on site on at least two occasions, including:
 - providing encouragement and support to team members
 - participating in decision making processes
 - communicating information clearly and concisely
 - monitoring systems and technology and recommending and documenting areas of improvement
 - documenting work performance
 - managing, processing and maintaining written records and reports.

During the above, the candidate must:

- locate and apply relevant legislation, documentation, policies and procedures and confirm that the work activity is compliant
- implement the requirements, procedures and techniques required to apply a quality management system on site
- work effectively with others to apply a quality management system on site in a way that meets all required outcomes
- use a range of communication techniques and aids to advise others of work activity and exclusion zones
- communicate clearly and concisely with others to receive and clarify work instructions.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key legislation required to apply a quality management system on site

- key policies, procedures and documentation required to apply a quality management system on site, including:
 - organisation and site requirements and procedures
 - organisation 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
- principles and techniques for identifying relevant hazards and emergencies
- techniques for coordinating and communicating job activities with others
- techniques for working with teams.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - personal protective equipment
 - equipment related to apply a quality management system on site
 - relevant documentation
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes

- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 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.	

*Guidance on simulated environments has been stipulated in the Companion Volume Implementation Guide located on VETNet.

**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 a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

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