



Australian Government

RIIQUA501D Implement, monitor and develop quality management plans

Release: 2

RIIQUA501D Implement, monitor and develop quality management plans

Modification History

Release	Comment
1	This unit replaces RIIQUA501A Implement, monitor and develop quality management plans
2	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 implement, monitor and develop quality management system in the Resources and Infrastructure Industries.

This unit is appropriate for those working in management roles.

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

Elements and Performance Criteria

1 Identify opportunities to develop the framework for quality management plans	1.1 Access, interpret and apply quality management documentation and ensure the work activity is compliant 1.2 Develop and document quality objectives, in consultation, to align with organisational objectives 1.3 Identify and communicate the standards for quality management systems procedures 1.4 Consult with others to review and improve the quality management plans 1.5 Include quality management responsibilities to job descriptions and duty statements
2 Implement processes for encouraging the development of ideas to support the quality management plan	2.1 Identify existing or potential quality issues, obtain ideas from others regarding improvements, providing prompt consideration and feedback to maximise potential benefits 2.2 Clearly and concisely communicate to others the benefits of quality site procedures and practices

	2.3 Prepare written documents, procedures and practices in consultation with others 2.4 Identify, maintain and monitor the information sources 2.5 Actively seek commitment from others to the implementation of quality management plans
3 Implement the quality plan	3.1 Document how the quality management plan will be introduced or enhanced 3.2 Provide information and resources for the implementation of the quality management plan, in a form readily accessible to others, in a timely and consistent manner 3.3 Provide required training and support to others on the implementation of the quality management plan 3.4 Maintain quality management plan records
4 Monitor and update the quality management processes	4.1 Monitor the reviews statistics and outcomes of the systems procedures, in consultation with others, if procedures and practices need to be modified to meet quality management plan targets 4.2 Amend the quality management plan and its implementation when changes are anticipated 4.3 Retain documentation stating reasons for changes

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

RIIQUA501A Implement, monitor and develop quality management plans

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 RIIQUA501D Implement, monitor and develop quality management plans

Modification History

Release	Comment
1	This unit replaces RIIQUA501A Implement, monitor and develop quality management plans
2	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.

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 implementation, monitoring and development of quality management plans 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 implementation, monitoring and development of quality management plans that safely, effectively and efficiently meets all of the required outcomes on more than one (1) occasion including:
 - developing and documenting quality objectives
 - identifying and clearly communicating standards for quality management systems
 - identify and develop quality management responsibilities against job descriptions
 - identify and recommend improvements to quality processes
 - provide training and support for implementation of the quality management plan
 - monitor, review and implement changes to the quality management plan
 - process written records and reports

Knowledge Evidence

The candidate must demonstrate knowledge of implement, monitor and develop quality management plans through:

- accessing, interpreting and applying the organisation and site requirements and procedures
- identifying client and manufacturer quality requirements
- implementing quality management plan procedures and requirements
- maintaining human resources qualify outcomes through preparing job descriptions, duty statements
- working toward continuous quality improvement processes
- complying with quality management plan monitoring and review procedures and processes
- methods of identifying appropriate action based on cost, health, safety, and quality issues
- work procedure/instruction writing
- quality management reporting and recording procedures

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 (Quarrying)	3-6	3 Years
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

Links

Companion Volume implementation guides are found in VETNet -

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