



Australian Government

RIIQUA501E Implement, monitor and develop quality management plans

Release: 1

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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 implement, monitor and develop quality management plans in the resources and infrastructure industries.

It applies to those working in management roles. They generally work in teams and have some responsibility for the outcomes of others.

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. Identify opportunities to develop the framework for quality management plans	1.1 Obtain, interpret and confirm work requirements 1.2 Access, interpret and apply documentation required to implement, monitor and develop quality management plans 1.3 Develop and document quality objectives in accordance with workplace objectives and procedures 1.4 Identify and communicate the standards for quality management systems procedures 1.5 Consult with relevant personnel to review and improve the quality management plans 1.6 Identify quality management responsibilities and include them in job descriptions and duty statements in accordance with workplace procedures
2. Implement processes for encouraging the	2.1 Identify existing or potential quality issues, obtain ideas from others regarding improvements, providing prompt consideration and

ELEMENT	PERFORMANCE CRITERIA
development of ideas to support the quality management plan	feedback to maximise potential benefits 2.2 Communicate with relevant personnel the benefits of quality site procedures and practices according to workplace requirements 2.3 Identify, maintain and monitor the information sources according with workplace procedures
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 according to workplace procedures 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 according to workplace procedures 4.3 Retain documentation according to 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
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
Problem solving	Identifies a range of factors that impact on a decision, including own values and principles, the needs, power, values, beliefs and assumptions of stakeholders

Unit Mapping Information

Supersedes and is equivalent to RIIQUA501D Implement, monitor and develop quality management plans.

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 RIIQUA501E Implement, monitor and develop quality management plans

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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:

- implement, monitor and develop quality management plans on at least two occasions, including:
 - developing and documenting quality objectives
 - identifying and clearly communicating standards for quality management systems
 - identifying and developing quality management responsibilities against job descriptions
 - identifying and recommending improvements to quality processes
 - providing training and support for implementation of the quality management plan
 - monitoring, reviewing and implementing changes to the quality management plan
 - processing 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 for implementing, monitoring and developing quality management plans
- work effectively with others to implement, monitor and develop quality management plans 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 implement, monitor and develop quality management plans
- key policies, procedures and documentation required to implement, monitor and develop quality management plans, including:
 - client and manufacturer quality requirements
 - quality management plan procedures and requirements
 - continuous quality improvement processes
 - quality management plan monitoring and review procedures and processes
 - quality management reporting and recording procedures
- principles and techniques for maintaining human resources quality outcomes through preparing job descriptions and duty statements
- principles and techniques for identifying appropriate action based on cost, health, safety and quality issues
- principles and techniques for identifying relevant hazards and emergencies
- techniques for coordinating and communicating job activities with others.

Assessment Conditions

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

- include access to:
 - personal protective equipment
 - equipment related to implement, monitor and develop quality management plans
 - 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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