



Australian Government

RIIQUA601E Establish and maintain a quality system

Release: 1

RIIQUA601E Establish and maintain a quality system

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 establish and maintain a quality system in the resources and infrastructure industries.

It applies to those who work in management roles. They are generally responsible for the outcomes of others and contribute to the development of solutions to non-routine problems.

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. Establish and maintain the framework for the quality system	1.1 Obtain, interpret and confirm work requirements 1.2 Access, interpret and apply documentation required to establish and maintain a quality system 1.3 Develop, document business plans that include a quality system according to workplace procedures 1.4 Identify quality system responsibilities in job descriptions and duty statements 1.5 Identify, source and provide resources for the operation of the quality system according to workplace procedures 1.6 Communicate and provide accessibility to quality system information to relevant personnel
2. Establish a collaborative process	2.1 Establish and maintain collaboration and consultation processes according to workplace procedures 2.2 Resolve issues raised according to workplace procedures 2.3 Communicate outcomes to relevant personnel verbally

ELEMENT	PERFORMANCE CRITERIA
	and in writing
3. Establish and maintain procedures for identifying and assessing quality issues	3.1 Identify existing and potential quality issues and trends from quality statistics and records 3.2 Establish procedures for identification of existing and potential quality issues according to workplace procedures 3.3 Monitor changes to the workplace to determine if additions or modifications to the quality system are required
4. Design procedures for treatment of quality issues	4.1 Establish procedures to treat quality issues and trends to confirm compliance 4.2 Establish procedures for applying interim solutions when measures to treat quality issues at their source are not practicable 4.3 Establish procedures for ongoing treatment of the quality system according to workplace procedures 4.4 Monitor quality activities throughout the organisation, identify inadequacies and provide resources to implement appropriate quality measures according to workplace procedures 4.5 Establish training programs that meet quality system training requirements
5. Evaluate the organisational quality system	5.1 Evaluate the effectiveness of the quality system within the goals and objectives of existing organisational boundaries 5.2 Recommend appropriate improvements to the quality system 5.3 Evaluate compliance with legislation and code of practice

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
Oral communication	Conveys information and requirements clearly, and listens carefully
Reading	Identifies and interprets relevant information from workplace procedures, documentation and regulations

SKILL	DESCRIPTION
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 RIIQUA601D Establish and maintain a quality system.

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 RIIQUA601E Establish and maintain a quality system

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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:

- establish and maintain a quality system on at least two occasions, including:
 - identifying quality responsibilities in job descriptions
 - identifying and clearly communicating standards for quality management systems
 - developing and implementing procedures for quality management
 - monitoring quality activity, identify areas for improvement and implement changes for continuous improvement
 - evaluating and documenting the effectiveness of the quality system
 - evaluating compliance of the quality system.

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 establishing and maintaining a quality system
- work effectively with others to establish and maintain a quality system 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 establish and maintain a quality system

- key policies, procedures and documentation required to establish and maintain a quality system, including:
 - quality system principles and practice
 - industry quality benchmarks
 - information collection and review techniques
 - continuous improvement principles
 - human resource policies and practices
 - risk management, principles, strategies and applications
 - customer/client relations techniques
 - statistics and report metrics
 - organisational change and development processes
- 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 establish and maintain a quality system
 - 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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