



Australian Government

Department of Education, Employment and Workplace Relations

RIIQUA501A Implement, monitor and develop quality management plans

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the implementation, monitoring and development of quality management plans in the resources and infrastructure industries. It includes identification of opportunities to develop a framework for quality management plans, implementation processes for encouraging ideas to support the plan, implementation of the plan and monitoring and updating the quality management processes. 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.

Application of the Unit

This unit is appropriate for those working in a management or supervisory role at worksites within:

- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify opportunities to develop the framework for quality management plans	1.1. Access, interpret and apply compliance documentation relevant to the work activity 1.2. Document quality objectives and develop in consultation with relevant personnel to align with organisational objectives 1.3. Identify systems procedures regarding quality management processes that may require review and/or further consultation with relevant personnel 1.4. Apply the quality management plan in job descriptions and duty statements for all relevant site personnel
2. Implement processes for encouraging the development of ideas to support the site quality management plan	2.1. Identify existing and potential quality issues and obtain ideas from site personnel regarding possible improvements, providing prompt consideration and feedback to maximise potential benefits 2.2. Regularly advise all site personnel on the benefits of quality site procedures and practices 2.3. Document and develop site procedures and practices in consultation with relevant personnel 2.4. Identify, maintain and monitor the information sources and actively seek commitment to the implementation of quality management plans
3. Implement the site quality plan	3.1. Document how the quality management plan will be introduced or enhanced at the worksite 3.2. Provide information and resources for the implementation of the quality management plan in a form readily accessible to site personnel in a timely and consistent manner 3.3. Provide appropriate training and support for site personnel on the implementation of quality management plan site procedures and practices 3.4. Maintain site quality management plan records
4. Monitor and update the quality	4.1. Monitor the reviews of the systems

management processes	procedures of the quality management plan and actively seek consultation with relevant personnel if site procedures and practices need to be modified to meet quality management plan targets 4.2. Update the quality management plan and its implementation when worksite changes are anticipated 4.3. Retain documentation stating reasons for worksite changes in accordance with legislative and organisational requirements
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Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Specific skills are required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes the ability to carry out the following as required to implement, monitor and develop quality management plans:

- read, interpret, communicate and apply legislative, organisation and site requirements and procedures for implementing, monitoring and developing quality management plans including:
 - legislation relating to quality management
 - client quality requirements and procedures
 - organisational quality requirements and procedures
 - manufacturer's quality requirements and procedures
 - technical quality management information
 - quality management rules
 - quality management procedures
 - quality management regulations
 - basic statistical information
- develop and maintain site quality management procedures and practices
- facilitate quality management planning
- maintain relevant quality management documentation
- monitor and decide on changes to quality management processes
- provide leadership and guidance for quality management group activities
- actively encourage the free exchange of quality information
- analyse quality management ideas
- solve problems through negotiation

Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes knowledge of the following as required to implement, monitor and develop quality management plans:

- organisation's quality policies, goals and objectives
- relevant legislative, client and manufacturer's quality requirements
- roles and responsibilities of relevant personnel within the organisation
- action planning methods
- human resource management processes
- methods of identifying appropriate action based on cost, health, safety, and quality issues

- work procedure/instruction writing
- quality management reporting and recording procedures
- worksite operating procedures
- quality issues identification processes
- quality issues assessment processes
- quality issues resolution processes
- quality management system documentation methods
- quality management research processes
- quality management security risk processes
- quality customer relations processes

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following: • knowledge of the requirements, procedures and instructions for implementing, monitoring and developing quality management plans • implementation of procedures and techniques for the safe, effective and efficient implementation, monitoring and development of quality management plans • the identification of the relevant information and scope of the work required to meet the required outcomes • the identification of viable options and the selection of quality management plans that best meet the required outcomes • working with others to undertake and complete the implementation, monitoring and development of quality management plans • consistent successful implementation, monitoring and development of quality management plans
Context of and specific resources for assessment	• This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills. • Assessment of this competency requires typical resources normally used in a resources and infrastructure sector environment. Selection and use of resources for particular worksites

	may differ due to the site circumstances. • The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job. • Customisation of assessment and delivery environment should sensitively accommodate cultural diversity. • Aboriginal people and other people from a non English speaking background may have second language issues. • Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required.
Method of assessment	This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods: • written and/or oral assessment of the candidate's required knowledge in undertaking the implementation, monitoring and development of quality management plans • observed, documented and/or first hand testimonial evidence of the candidate's: • implementation of appropriate requirements, procedures and techniques for the safe, effective and efficient achievement of required outcomes • identification of the relevant information and scope of the work to meet the required outcomes • identification of viable options and the selection of quality management plans that best meet the required outcomes • consistent achievement of required outcomes • first hand testimonial evidence of the candidate's: • working with others to undertake and complete the implementation, monitoring

	and development of quality management plans • provision of clear and timely support and advice on the implementation, monitoring and development of quality management plans
Guidance information for assessment	Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Compliance documentation may include:

- federal, state and local government legislation and regulations including:
 - OHS including workplace safety, dangerous goods
 - equal employment opportunity
 - disability discrimination
 - public health
 - environmental management requirements and procedures
 - industrial
 - consumer protection
 - trade practices
 - anti-discrimination
 - freedom of information
- industry codes of conduct
- manufacturer's guidelines and specifications
- risk assessment and management requirements and procedures
- occupational licensing
- materials safety data sheet
- traffic management requirements and procedures
- cultural and heritage requirements and procedures
- quality requirements and procedures
- Australian and other relevant standards
- current industry best practice
- communication requirements and procedures
- procurement requirements and procedures
- employment requirements and procedures
- workplace relations requirements and procedures
- contract management requirements and procedures
- administration requirements and procedures,

	including: • records • reporting • maintenance • servicing • housekeeping requirements and procedures • Employment and workplace relations legislation • Equal Employment Opportunity and Disability Discrimination legislation
Consultation with relevant personnel may include with:	• senior management • subject matter experts • regulatory authorities • tenderers • project managers • contractors • employees • community • customers • suppliers
Systems procedures may include:	• identification of quality issues • assessment of quality issues • resolving quality issues • interim solutions • dealing with unplanned incidents and events • consultation • communication • monitoring • review • record keeping • reporting • training
Site personnel may include:	• employees • contractors
Site procedures and practices may include:	• standard operating procedures • safe operating procedures • work instructions • emergency procedures • allocation of responsibilities • permit requirements • sampling, testing and worksite inspection

	- requirements - documentation and reporting requirements
Documenting may include:	- results - recommendations - assessment forms - action planning documents - work schedules - reports
Monitoring may include:	- checking - supervising - observing critically - recording the progress of an activity, action or system periodically in order to identify change
Information sources may include:	- expert advice - staff contributions
Resources may include:	- people - finance - equipment - buildings/facilities - technology - information - worksite changes may include: - a worksite other than that which the original quality management plan was intended - a modified worksite

Unit Sector(s)

Quality

Competency field

Refer to Unit Sector(s).

Co-requisite units

Not applicable.