



Australian Government

Department of Education, Employment and Workplace Relations

RIIQUA601A Establish and maintain a quality system

Release: 1

RIIQUA601A Establish and maintain a quality system

Modification History

Not applicable.

Unit Descriptor

This unit covers the establishment and maintenance of a quality system in the resources and infrastructure industries. It includes establishing and maintaining the framework for the quality system, establishing a collaborative process, establishing and maintaining procedures for identifying and assessing quality issues, designing procedures for treatment of quality issues and evaluating the organisation's quality system. 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. Establish and maintain the framework for the quality system	1.1. Access, interpret and apply compliance documentation relevant to the work activity 1.2. Develop, document and have the quality system approved 1.3. Include implementation responsibilities and duties of the quality system in job descriptions and duty statements for all relevant personnel 1.4. Identify, source and provide the resources for the operation of the quality system in a timely and consistent manner 1.5. Provide information on the quality system and its procedures in a readily accessible location and in a clear format for relevant personnel
2. Establish a collaborative process	2.1. Establish and maintain collaboration processes with relevant personnel and enact consultation processes 2.2. Address issues raised promptly and appropriately in accordance with procedures for issue resolution 2.3. Inform relevant personnel of outcomes resulting from collaboration
3. Establish and maintain procedures for identifying and assessing quality issues	3.1. Identify existing and potential quality issues and trends from the quality records system 3.2. Implement and develop system procedures for the ongoing identification of existing and potential quality issues 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. Implement and develop system procedures to treat quality in accordance with legislation , code of practice and trends identified from the quality system 4.2. Implement and develop system procedures for applying interim solutions until permanent treatment measures are in place when measures to treat quality issues at their source are not practical

	4.3. Implement and develop system procedures for ongoing treatment of the quality system based on the hierarchy of control 4.4. Monitor quality activities throughout the organisation, identify inadequacies and provide resources to implement appropriate quality measures 4.5. Implement training programs to meet quality system training requirements as part of the organisation's general training program
5. Evaluate the organisation's 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

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 establish and maintain a quality system:

- apply legislative, organisation and site requirements and procedures for establishment and maintenance of a quality system
- design quality work procedures and practices
- develop business plans incorporating the quality system
- develop quality resource plans
- manage quality systems implementation projects and tasks
- coordinate human, financial and physical resources
- audit the quality systems' performance
- implement quality change
- access and use appropriate technologies
- resolve conflict arising out of quality concern
- communicate ideas and information

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 establish and maintain a quality system:

- quality system principles and practice
- best practice quality principles and techniques
- industry quality benchmarks
- information collection and review techniques
- organisation's quality exporting requirements
- organisation's resource acquisition processes
- organisation's operations
- organisation's products and services
- organisation's plant and equipment
- continuous improvement principles
- organisational strategic and quality objectives
- human resource policies and practices
- risk management, principles, strategies and applications
- customer/client relations techniques

- organisational change and development processes
- computer applications
- negotiation techniques
- statistics

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 establishing and maintaining a quality system • implementation of procedures and techniques for the safe, effective and efficient establishment and maintenance of a quality system • 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 a quality management system that best meet the required outcomes • working with others to undertake and complete the establishment and maintenance of a quality system • consistent successful establishment and maintenance of a quality system
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 of the establishment and maintenance of a quality system • 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 required • identification of viable options and the selection of a quality system 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 establishment and maintenance of a quality system

	• provision of clear and timely required support and advice on the establishment and maintenance of a quality system
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:	• legislative, organisation and site requirements and procedures • manufacturer's guidelines and specifications • Australian standards • Employment and workplace relations legislation • Equal Employment Opportunity and Disability Discrimination legislation
Quality system may include:	• quality policy • quality system and site procedures • site-specific work instructions • consultative processes • product specifications • service standards • quality records • quality policies • quality procedures • quality programs
Relevant personnel may include:	• managers • supervisors • quality officer/manager • laboratory personnel • all site personnel • contractors
Resources may include:	• people • finance • buildings/facilities • technology • information
Consultation may include:	• consultation with environmental and laboratory personnel • issue resolution procedures • collaboration • employee representatives

	• site personnel • statutory/legal authorities
Quality issues may include	• product specification or defects • delivery requirements • customer service expectations • product testing • site inspections • checklists • quality issues identification processes • non-compliance reports • customer feedback • sales staff feedback • allocation of responsibilities and duties • identification of quality issues • treating quality issues • interim solutions • dealing with unplanned incidents and events • consultation • communication • monitoring • review and improvement of the system • assessment of compliance • record keeping • reporting • training • organisational quality guidelines • organisational aims • issue resolution • quality records system
Legislation may include:	• maintenance of statutory/legal records • provision of information and training • regulations and code of practice and procedures relating to statutory/legal compliance • site representatives and committees • issue resolution
Monitor may include	• review of written reports • performance appraisal • auditing procedures • periodical review of procedures

Unit Sector(s)

Quality

Competency field

Refer to Unit Sector(s).

Co-requisite units

Not applicable.