



Australian Government

Assessment Requirements for SIFXADQ002 Conduct internal quality audits

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify audit requirements and select appropriate methods relevant to the quality system and regulatory requirements
- conduct audits, using appropriate methods and participation of staff and personnel in the audit process
- develop documentation, reports and other audit records according to workplace policies and procedures and requirements of the specific quality system.

Evidence of performance on two or more internal audits is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- purpose and principles of quality assurance systems and processes
- range of workplace procedures that may be audited, including:
 - work health and safety/occupational health and safety in terms of duties of employers, employees, suppliers and contractors
 - standards and certification requirements
 - maintenance
 - finance
 - record keeping
 - sources of documentation and information used to conduct audits, including quality or enterprise work specifications and procedures
 - manufacturer specifications and supplier handling and storage advice
 - workplace operating procedures and policies
 - supplier or client instructions
 - Material Safety Data Sheets (MSDS)
 - communications technology equipment
 - verbal, aural or signed communications
 - personal and work area work procedures and practices
 - conditions of service, legislation and industrial agreements, including:
 - workplace agreements and awards
 - applicable federal, state and territory legislative framework
- features of processes used for quality audits, including:
 - techniques to encourage participation by employees, clients and suppliers
 - use of approved third party
 - allocation and delegation of tasks
 - information gathering techniques
- factors to be considered when conducting quality audits, including:
 - timing of audits
 - agreed intervals between audits
 - timeframes.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that is as industry realistic as possible. In a simulated environment, it is essential that assessment is conducted:

- using suitable facilities, equipment and resources, including:
 - a facility where funeral goods can be received, unpacked and dispatched
 - appropriate computers, communication technology and software programs to conduct quality audits
 - documentation, such as internal quality standards and workplace procedures
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - speed and timing requirements that reflect commercial operating conditions
 - interaction with relevant personnel

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

- <http://www.serviceskills.com.au/resources>