



Australian Government

SIFXADQ002 Conduct internal quality audits

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to conduct an internal audit and report on workplace compliance with relevant quality standards documentation. The unit applies to funeral services staff who conduct audits as part of their role according to work health and safety, relevant legislation and workplace policies and procedures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Competency Field

Administration and Quality

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Prepare for internal audits.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Identify areas of compliance to be audited.
- 1.2 Establish benchmarks for the quality audit and liaise with technical staff and external consultants, as required.
- 1.3 Access required documents and sources of information.
- 1.4 Confirm methods for the conduct of audits according to workplace policies and procedures.
- 1.5 Adjust audit frequency in response to workplace needs or client

- feedback.
- 1.6 Contact appropriate staff and organise appointments for audit.
- 2. Perform audits.
 - 2.1 Conduct observations, review of documents and interviews.
 - 2.2 Complete relevant audit documentation requirements.
 - 2.3 Consult appropriate personnel about audit results.
 - 2.4 Document compliance results in audit reports.
 - 2.5 Complete non compliance reports that include evidence and supporting information on areas of non compliance.
 - 2.6 Identify and document system variances and make suggestions for improvements.
- 3. Respond to audit report.
 - 3.1 Note employee responses to audit reports and identify issues to report.
 - 3.2 Identify areas for improved practices arising from audit and refer to appropriate staff.
 - 3.3 Implement changes to operational processes as part of continuous improvement system.
 - 3.4 Follow up and check results of changes to operational processes.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SIFGLC003A Conduct internal quality audits.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>

Assessment Requirements for SIFXADQ002 Conduct internal quality audits

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.

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