



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.

2. Perform audits.

3. Respond to audit report.

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.

- 2.1 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.

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