



Australian Government

Department of Education, Employment and Workplace Relations

TDTJ197B Apply quality procedures

Release: 1

Modification History

Not Available

INTRODUCTION

Field J Quality

Unit
Descriptor This unit involves the skills and knowledge required to apply quality procedures within work activities including applying quality concepts to work, planning and trialing improvements in work processes and implementing improvements confirmed through the trials.

ELEMENT	PERFORMANCE CRITERIA
1. Apply quality concepts	a. Responsibility is taken for quality of own work when providing services or products to meet external and internal customer needs b. Work is completed in accordance with workplace standards as defined in enterprise policies and procedures c. Basic quality concepts are applied to work activities
2. Trial improvements	a. Improvements to work processes are planned and trialled b. Trials of improvements to work processes are checked for improvement outcomes and compliance with workplace requirements
3. Implement improvements	a. Improvement initiatives trialled and confirmed as successful are implemented in accordance with enterprise procedures b. Work is completed in accordance with workplace procedures

RANGE STATEMENT

APPLY QUALITY PROCEDURES

VARIABLE	SCOPE
1. General context	a. Work must be carried out in accordance with the relevant regulations and workplace quality standards b. Work is performed under limited or minimum supervision, generally within a team environment c. Work involves the application of established routine procedures to ensure the quality of products and services in the transport and distribution industry
2. Worksite environment	a. The operations may be conducted in a range of work environments by day or night in a range of typical weather conditions b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in a range of work contexts and may include: • restricted spaces • exposed conditions • controlled or open environments • exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles e. Consultative processes may involve: • other workplace personnel • management • union representatives • industrial relations personnel • OHS specialists • other professional or technical staff f. Communication in the work area may include: • phone • electronic data interchange (EDI) • fax • e-mail • Internet • radio

- oral, aural or signed communications
 - g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
 - company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
3. Sources of information/documents
- a. Information/documents may include:
- quality assurance procedures and standards
- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements a.4.
- workplace procedures and policies
- manufacturer's instructions concerning the use of equipment and/or materials
- supplier and/or client instructions
- material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- OHS policy and procedures a.11. emergency procedures
4. Applicable regulations and legislation
- a. Applicable regulations and legislation may include:
- relevant codes of practice and regulatory requirements
 - relevant Australian standards and certification requirements
 - relevant State/Territory OHS legislation
 - relevant State/Territory environmental protection legislation
 - workplace relations regulations
 - workers compensation regulations
 - dangerous goods code and regulations
 - water and road use and licence arrangements
 - relevant patent or copyright arrangements
 - dangerous goods and air freight regulations
 - relevant export/import/quarantine/bond requirements

EVIDENCE GUIDE

APPLY QUALITY PROCEDURES

1. Critical aspects of evidence to be considered
 - a. Assessment must confirm appropriate knowledge and skills to:
 - follow quality assurance procedures
 - trial, recommend and implement improvements to work systems as directed
 - locate, interpret and apply relevant information
 - provide customer/client service
 - work effectively with colleagues
 - convey information in written and oral form
 - maintain workplace records
 - use workplace colloquial and technical language and communication technologies in the workplace context
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2. Interdependent assessment of units
 - a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function
3. Required knowledge and skills
 - a. Workplace quality assurance and improvement principles and procedures
 - b. Relevant OHS procedures and guidelines
 - c. Housekeeping standards and procedures required in the workplace
 - d. Workplace/site layout
 - e. Focus of operation of work systems, equipment or management, site and organisational operating procedures
 - f. Typical quality-related problems that may arise in work operations and products and related options for action and solutions
 - g. Impact of job on enterprise and individual performance
 - h. Ability to read and comprehend simple statements in English
 - i. Ability to identify and use equipment, processes and procedures required within the context of the job concerned
 - j. Ability to modify activities depending on differing workplace contexts, risk situations and environments
4. Resource implications
 - a. Access is required to opportunities to:
 - participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply routine quality procedures to relevant workplace tasks, and/or
 - apply routine quality procedures to workplace tasks in an

- appropriate range of operational situations
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5. Consistency in performance
- a. Applies underpinning knowledge and skills when:
 - follow quality assurance procedures
 - trial, recommend and implement improvements to work systems as directed
 - locate, interpret and apply relevant information
 - provide customer/client service a.
 - work effectively with colleagues
 - convey information in written and oral form
 - maintain workplace records
 - b. Shows evidence of application of relevant workplace procedures including:
 - workplace quality assurance procedures
 - OHS regulations and hazard prevention policies and procedures
 - operational procedures relevant to job requirements in the workplace
 - obtaining assistance from other team members when required
 - issue resolution procedures
 - housekeeping procedures
 - security procedures
 - waste, pollution and recycling management policies and procedures
 - c. Action is taken promptly to report and/or rectify any identified quality problems in accordance with workplace procedures
 - d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
 - e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - Appropriate practical assessment must occur:
 - at the Registered Training Organisation, and/or
 - in an appropriate work situation

KEY COMPETENCY LEVELS

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
Level 1	Level 1	Level 2	Level 1	Level 1	Level 1	Level 1