



Australian Government

TLIJ0003 Apply quality systems

Release: 1

TLIJ0003 Apply quality systems

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply quality systems.

It includes working within a quality system; using quality systems, tools and techniques; and contributing to quality system continuous improvement processes.

Work is performed under some supervision, generally within a team environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

J – Quality.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Work within a quality system	1.1 Appropriate quality systems for job role and work area are identified
	1.2 Quality system is applied and clarification is sought from appropriate personnel, as required
	1.3 Duties are performed either individually or as a member of a

work team within a quality system

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| | 1.4 | Work is completed in accordance with workplace policies and procedures |
| 2 | Use quality systems, tools and techniques | 2.1 Variations from required standards in the quality of services and/or products are detected and reported in accordance with workplace policies and procedures |
| | 2.2 | Quality of operations and services is monitored in accordance with workplace policies and procedures |
| | 2.3 | Quality improvement tools and techniques are used systematically to improve the quality of work, services and/or products |
| 3 | Contribute to quality system continuous improvement processes | 3.1 Continuous improvement processes of the quality system are participated in according to work procedures |
| | 3.2 | Continuous improvement issues are documented for consideration by appropriate personnel |

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIJ3002 Apply quality systems.

This unit replaces and is not equivalent to TLIJ4008 Implement and monitor inbound quality assurance systems.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIJ0003 Apply quality systems

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant instructions, procedures and information
- applying relevant legislation and workplace policies and procedures
- communicating effectively with relevant personnel
- completing relevant documentation
- detecting and reporting identified problems in accordance with legislative requirements and workplace policies and procedures
- identifying and reporting variations to appropriate personnel
- monitoring work activities in relation to quality system standards and processes
- participating and documenting continuous improvement opportunities
- selecting and using quality improvement tools and methods
- working collaboratively with others when applying and implementing quality systems.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- operational work systems, equipment, site and organisational operating procedures relevant to job role and quality systems
- quality improvement tools and methods
- teamwork and communication principles and protocols
- typical quality-related problems that may arise and related options for action and solutions
- workplace quality assurance and continuous improvement principles and procedures.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory

requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

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