



Australian Government

TLIJ2001 Apply quality procedures

Release: 2

TLIJ2001 Apply quality procedures

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Performance Criteria
- Minor statement changes in Assessment Conditions.

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 procedures within work activities and established routine procedures in accordance with relevant regulations and workplace quality standards to ensure the quality of products and services within the supply chain sectors.

It includes applying quality concepts, planning and trialling improvements in work processes, and implementing improvements confirmed through the trials.

Work is performed under limited or minimum 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

Elements describe the

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

essential outcomes.

demonstrate achievement of the element.

1 Apply quality concepts

1.1 Responsibility is taken for quality of own work when providing services or products to meet external and internal customer needs

1.2 Work is completed in accordance with workplace standards as defined in workplace policies and procedures

1.3 Basic quality concepts are applied to work activities

2 Trial improvements

2.1 Improvements to work processes are planned and trialled

2.2 Trials of improvements to work processes are checked for expected outcomes and compliance with workplace requirements

3 Implement improvements

3.1 Improvement initiatives trialled and confirmed as successful are implemented in accordance with workplace procedures

3.2 Work is completed in accordance with workplace policies and procedures

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.

Unit Mapping Information

This unit replaces and is equivalent to TLIJ2001A Apply quality procedures.

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 TLIJ2001 Apply quality procedures

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Performance Evidence

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

- applying relevant legislation and workplace procedures
- communicating and working effectively with others when applying quality procedures and standards
- identifying and using equipment, processes and procedures required within the context of the job
- modifying quality assurance activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of quality procedures and standards, and taking appropriate actions
- reading, interpreting and following instructions and information relevant to quality procedures and standards
- reporting and/or rectifying identified quality-related problems promptly in accordance with workplace procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

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

- focus of operation of work systems, equipment or management, site and organisational operating procedures
- housekeeping standards and procedures
- impact of job on enterprise and individual performance
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines

- typical quality-related problems that may arise in work operations and products, and related options for actions and solutions
- workplace or site layout
- workplace quality assurance and 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 other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

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