



Australian Government

TLIJ4008 Implement and monitor inbound quality assurance systems

Release: 1

TLIJ4008 Implement and monitor inbound quality assurance 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 implement and monitor inbound quality assurance (QA) systems in various contexts in the transport and logistics industry.

It includes planning for inbound QA as well as performing and evaluating inbound QA procedures.

The unit generally applies to those who lead individuals or teams.

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 essential outcomes.

1 Plan for inbound quality assurance

PERFORMANCE CRITERIA

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

- 1.1 Inbound product/s for quality audit and resources required to perform the quality audit efficiently and effectively are identified
- 1.2 Quality audit objectives are determined and discussed with those responsible for carrying them out
- 1.3 Proposed methods and techniques to be applied are

outlined and implemented

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| 2 Perform inbound quality assurance procedures | <ul style="list-style-type: none">2.1 Resources required to perform QA efficiently and effectively are accessed2.2 Product quality is checked as prescribed in work instructions2.3 Problems that affect or could potentially affect quality are reported to relevant person2.4 Records are kept according to enterprise QA policy |
| 3 Evaluate inbound quality assurance procedures | <ul style="list-style-type: none">3.1 Outcomes of implementing QA procedures are assessed against quality assurance target levels3.2 Suggestions for improvements of QA procedures are made according to organisational policy and procedures3.3 QA outcomes are discussed with client and relevant parties |

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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIJ4008A Implement and monitor inbound QA 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 TLIJ4008 Implement and monitor inbound quality assurance systems

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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
- completing relevant documentation
- implementing contingency plans
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments without compromising quality
- operating electronic communications equipment to required protocol
- reading and interpreting relevant instructions, procedures, information and signs.

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:

- code of practice for working collaboratively with others
- emergency procedures
- relevant sections of national and state/territory regulatory requirements and codes of practice
- requirements for completing relevant documentation such as checklists, schedules and internal audit reports
- steps involved in planning work activities
- typical defects that can occur and related action that should be taken
- various approaches to quality assurance, such as Total Quality Management, and the strengths and limitations of each when applied in this context.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

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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 include:

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

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