



Australian Government

TLIJ4009 Implement and monitor quality assurance systems

Release: 2

TLIJ4009 Implement and monitor quality assurance systems

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 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 implement and monitor quality assurance systems.

It includes planning for quality assurance activities and carrying out and evaluating quality assurance procedures.

This unit applies to ensuring the quality of materials, resources and outputs, including final products, meet organisational specifications and standards.

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

Rail sector.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Plan for quality

PERFORMANCE CRITERIA

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

1.1 Products and services to be quality assured and required

assurance activities		resources, are identified
2 Implement quality assurance procedures	1.2	Objectives of the quality assurance activities are determined and discussed with those responsible for carrying them out
	1.3	Proposed methods and techniques to be applied are confirmed and implemented
	2.1	Resources required to carry out the quality assurance plan efficiently and effectively are accessed
	2.2	Quality assurance activities are supported as required
	2.3	Quality of operations, services or products is monitored and adjusted as required to meet organisational specifications and standards
	2.4	Variations in the quality of operations, services or products from required standards are detected and reported in accordance with organisational procedures
	2.5	Problems that affect or could potentially affect quality are identified and solutions are posed and reported to relevant person
	2.6	Records are kept according to organisational quality assurance policy and procedures
	3 Evaluate quality assurance procedures	
	3.1	Outcomes of implementing quality assurance procedures are evaluated against organisational specifications and standards
	3.2	Suggestions for improving quality assurance procedures are made in accordance with organisational policy and procedures
	3.3	Outcomes of the quality assurance activities are discussed with relevant parties and recommendations are made to ensure quality is maintained

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 TLIJ4009A Implement and monitor 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 TLIJ4009 Implement and monitor 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:

- analysing and evaluating quality assurance processes, procedures and outcomes
- completing relevant documentation
- modifying activities depending on operational contingencies, risk situations and environments without compromising quality
- producing a quality assurance plan
- supporting others to maintain quality standards.

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:

- data analysis and evaluation methods
- organisational quality assurance system
- organisational services, products and resource requirements
- relevant organisational specifications and standards that require quality assured outcomes
- requirements for completing relevant documentation, such as checklists, schedules and internal audit reports
- typical defects that can occur and related action that can be taken
- various approaches to quality assurance and their strengths and limitations.

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 or, where this is not available, 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
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

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