



Australian Government

Department of Education, Employment and Workplace Relations

TLIJ707C Conduct internal quality audits

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to conduct internal quality audits in accordance with relevant regulatory requirements and workplace procedures including preparing for internal audit, scheduling internal audit, conducting audit and documenting findings, and reporting audit results in accordance with workplace requirements.

Application of the Unit

Work must be carried out in compliance with the relevant regulations, standards and codes of practice, including the ADG Code.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplaces goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare for internal audit	1.1 Benchmarks for the quality audit are established/identified 1.2 Procedures required to be audited are identified and implications of non-conformance estimated 1.3 Technical and/or calibration requirements for audits are noted and (where necessary) appropriate support personnel are identified 1.4 Production schedules are examined to identify appropriate schedule for audit
2 Schedule internal audit	2.1 Audit timings are planned to ensure that relevant procedures are conducted within workplace agreed time intervals and timeframes 2.2 Audit frequency is adjusted based on importance of activities to the business unit, process or workplace changes or customer feedback 2.3 Contact is made with appropriate personnel and relevant appointments for the audit are made
3 Conduct audit and document findings	3.1 Methods for the conduct of the audit are established and confirmed 3.2 Observations and interviews are conducted with (any) required approved third party 3.3 Documentation of observations and interview responses is completed
4 Report audit results	4.1 Audit results are discussed with personnel associated with the procedures or standards audit 4.2 Audit reports indicate compliances noted

4.3 Non-compliance reports indicate location, relevant standard or procedure, and supporting evidence

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulations, codes of practice and legislative requirements including the Australian Dangerous Goods Code where applicable

Relevant OH&S and environmental protection procedures and regulations

Workplace procedures for the conduct of internal quality audits

Problems that may occur during the conduct of internal quality audits and action that can be taken to resolve or report the problems

Risks and hazards related to the conduct of internal quality audits and ways of controlling the risks involved

Focus of operation of work systems, resources, management and workplace operating systems

Equipment applications, capacities, configurations, safety hazards and control mechanisms

Enterprise business policies and plans including procedures for identification of non-compliance and best practice

Application of relevant Australian Standards and certification requirements

Quality procedures and implementation strategies

Resource availability including the competencies of individuals in the team/group

Understanding and knowledge of the application of current competencies within functional activity

Coaching and mentoring approaches to support team members to share knowledge and skills

Relevant workplace documentation procedures

Required skills:

Communicate effectively with others when conducting internal quality audits

Read and interpret instructions, procedures, information and signs relevant to the conduct of internal quality audits

Interpret and follow operational instructions and prioritise work

Complete documentation related to the conduct of internal quality audits

Operate electronic communication equipment to required protocol

Provide leadership to others

Work collaboratively with others when conducting internal quality audits

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any problems, faults or malfunctions that may be identified when conducting internal quality audits in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may arise when conducting internal quality audits

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of internal quality audits

Plan and organise activities

Monitor work activities in terms of planned schedule

Modify activities to cater for variations in workplace contexts and environment

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and apply appropriate application of technology, information systems and procedures

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:	in various work environments in the sections of the warehousing, storage, transport and distribution industries
Customers may be:	internal or external
Operations may be conducted:	by day or night
The workplace environment may involve:	twenty-four hour operation single and multi-site location large, medium and small workplaces
Audits may cover:	aspects of services, products, risks, work systems and workplace
Quality audits may be conducted:	as part of enterprise, site or licence requirements
Audits may be conducted:	alone or in conjunction with other staff from the enterprise using external personnel
Hazards may include:	confined spaces hazardous or dangerous materials/goods contamination of, or from, goods/materials being transported/stored fire/explosions noise, light, energy sources stationary and moving machinery, parts or components moving vehicles
Communication in the work area may include:	phone electronic data interchange (EDI) fax email

	internet
	RF communications
	barcode readers
	oral, aural or signed communications
Requirements for work may include:	site restrictions and procedures
	use of safety and personal protective equipment
	systems and facilities for controlling storage environments
	specialised lifting and/or handling equipment
	incident/accident breakdown procedures
	additional gear and equipment
	noise restrictions
	hours of operations
	authorities and permits
	communications equipment
Hazard management is consistent with:	the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Consultative processes may involve:	other employees and supervisors
	suppliers, potential customers and existing clients
	relevant authorities and institutions
	government instrumentalities and emergency services
	management and union representatives
	industrial relations and OH&S specialists
	other maintenance, professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures

Information/documentation may include:

Australian and international codes of practice and regulations relevant to workplace activities, including the ADG Code where applicable

workplace operating procedures and policies

supplier and/or client instructions

operations manuals, job specifications and procedures and induction documentation

manufacturers specifications for equipment and environmental control systems

suppliers handling and storage advice

quality and customer service standards and procedures

material safety data sheets

Safe Working Limits (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities

relevant Australian and International standards, criteria and certification requirements

communications technology equipment, oral, aural or signed communications

emergency procedures

relevant competency standards and training materials

QA plans, data and document control

conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

relevant codes and regulations including ADG Code where applicable

relevant Australian and international standards and certification requirements

relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors

licence, patent or copyright arrangements

relevant workplace relations legislation

relevant workers compensation legislation
equal opportunity, equal employment
opportunity and affirmative action legislation

Unit Sector(s)

Not applicable.

Competency Field

J - Quality