



Australian Government

Department of Education, Employment and Workplace Relations

TLIJ2001A Apply quality procedures

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to apply quality procedures within work activities including applying quality concepts to work, planning and trialing improvements in work processes and implementing improvements confirmed through the trials. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with the relevant regulations and workplace quality standards.

Work is performed under limited or minimum supervision, generally within a team environment. It involves the application of established routine procedures to ensure the quality of products and services in the transport and distribution industry.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

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

ELEMENT	PERFORMANCE CRITERIA
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 enterprise 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 improvement outcomes and compliance with workplace requirements
3 Implement improvements	3.1 Improvement initiatives trialled and confirmed as successful are implemented in accordance with enterprise procedures 3.2 Work is completed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Workplace quality assurance and improvement principles and procedures
- Relevant OH&S procedures and guidelines
- Housekeeping standards and procedures required in the workplace
- Workplace or site layout
- Focus of operation of work systems, equipment or management, site and organisational operating procedures
- Typical quality-related problems that may arise in work operations and products, and related options for action and solutions
- Impact of job on enterprise and individual performance

Required skills:

- Communicate effectively with others when applying quality procedures and standards
- Read and interpret instructions and information relevant to quality procedures and standards
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to quality procedures and standards

Required skills:

- Operate electronic communication equipment to required protocol
- Work collaboratively with others when applying quality procedures and standards
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified quality-related problems in accordance with workplace procedures
- Monitor work activities in terms of quality procedures and standards and take appropriate action where required
- Modify quality assurance activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and use equipment, processes and procedures required within the context of the job concerned

Evidence Guide**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/or 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:

EVIDENCE GUIDE

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| | <ul style="list-style-type: none"> • relevant and appropriate materials and equipment, and • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals |
| Method of assessment | <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • through activities in an appropriately simulated environment 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.

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| The operations may be conducted: | <ul style="list-style-type: none"> • in a range of work environments • by day or night • in a range of typical weather conditions |
| Customers may be: | <ul style="list-style-type: none"> • internal or external |
| Workplaces may comprise: | <ul style="list-style-type: none"> • large, medium or small worksites |
| Work may be conducted in a range of work contexts and may include: | <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments • exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles |
| Consultative processes may involve: | <ul style="list-style-type: none"> • other workplace personnel • management • union representatives • industrial relations personnel • OH&S specialists • other professional or technical staff |

RANGE STATEMENT

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

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/documents may include:

- quality assurance procedures and standards
- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- workplace procedures and policies
- manufacturers instructions concerning the use of equipment and/or materials
- supplier and/or client instructions
- material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- OH&S policy and procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- Dangerous Goods Code and regulations
- water and road use and licence arrangements
- relevant patent or copyright arrangements
- dangerous goods and air freight regulations
- relevant export/import/quarantine/bond requirements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field J - Quality