



Australian Government

Department of Education, Employment and Workplace Relations

TLIJ4009A Implement and monitor quality assurance systems

Release: 1

TLIJ4009A Implement and monitor quality assurance systems

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to implement and monitor quality assurance (QA) systems. It includes planning for QA activities, and carrying out and evaluating QA procedures.

Licensing, legislative, regulatory or certification may be applicable to this unit.

Application of the Unit

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

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

Employability Skills Information

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 Plan for quality assurance activities

- 1.1 Products and services to be quality assured are identified alongside resources required
- 1.2 Objectives of the QA activities are determined and discussed with those responsible for carrying them out
- 1.3 Proposed methods and techniques to be applied are clearly understood and implemented

2 Perform quality assurance procedures

- 2.1 Resources required to carry out the QA efficiently and effectively are accessed
- 2.2 Quality of operations, service or products is monitored and adjusted as required to meet organisational specifications and standards
- 2.3 Variations in the quality of operations and services or products from required standards are detected and reported in accordance with organisational procedures
- 2.4 Problems that affect or could potentially affect quality are reported to relevant person
- 2.5 Records are kept according to organisational QA policy and procedures

3 Evaluate quality assurance procedures

- 3.1 Outcomes of implementing QA procedures are evaluated against organisational specifications and standards
- 3.2 Suggestions for improvements of QA procedures are made according to organisational policy and procedures
- 3.3 Outcomes of the QA are discussed with relevant parties

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Various approaches to quality assurance and their strengths and limitations
- Requirements for completing relevant documentation, such as checklists, schedules and internal audit reports
- Data analysis and evaluation methods
- Typical defects that can occur and related action that should be taken
- Relevant organisational specifications and standards that require quality assured outcomes

Required skills:

- Complete documentation related to work activities
- Apply analysis and evaluation methods to materials, resources and outputs, including final products
- Modify activities depending on differing operational contingencies, risk situations and environments without compromising quality

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:
 - relevant and appropriate materials and equipment, and
 - applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment 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.

QA methods and techniques may include:

- analysis
- sampling
- scanning
- evaluating the effectiveness of system controls
- questioning
- tracking
- trend analysis

Products and services may include:

- materials
- contracted services
- resources
- equipment
- rail infrastructure

Assessment objectives may include:

- evaluating level of compliance with existing contract
- complying with contractual and/or legislative requirements
- measuring performance in achieving quality objectives and confirming the effectiveness of the implemented quality system in meeting specified objectives
- identifying areas for potential improvement

Depending on the organisation concerned, organisational procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- workplace procedures
- established procedures

Documentation and records may include:

- relevant OH&S and environmental protection regulations
- QA procedures
- relevant Australian standards and certification requirements
- outcomes or reports of quality audits or assessments

Applicable legislation and regulations may include:

- relevant sections of federal, state and territory regulatory requirements and codes of practice
- relevant state and territory legislation relating to:
 - environmental protection
 - OH&S

- workplace relations regulations

Unit Sector(s)

Not applicable.

Competency Field

J – Quality