



Australian Government

Department of Education, Employment and Workplace Relations

UEPOPS202B Apply quality systems to work

Release: 1

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Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

1) Scope:

1.1) Descriptor

This unit deals with the skills and knowledge required to apply the desired standards to work as specified within the quality system.

Application of the Unit

Application of the Unit 2)

This unit is intended to augment formally acquired competencies. It is suitable for employment-based programs under an approved contract of training.

Licensing/Regulatory Information

License to practice 3)

The skills and knowledge described in this unit do not require a licence to practise in the workplace. However, practice in this unit is subject to regulations directly related to Occupational Health and Safety and where applicable contracts of training such as apprenticeships and the like.

Pre-Requisites

Prerequisite Unit(s) 4)

Competencies 4.1)

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed.

Where pre-requisite pathways have been identified. All competencies in the Common Unit Group must be have been completed.

There are no pre-requisite units.

Literacy and numeracy skills 4.2)

Participants are best equipped to achieve this unit if they have reading, writing and numeracy skills indicated by the following levels. A description of what each level entails is provided in Section 2.3.1 Language, Literacy and Numeracy.

Reading 2 Writing 2 Numeracy 2

Employability Skills Information

Employability Skills 5)

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 unit of competency is packaged will assist in identifying Employability Skill requirements.

Elements and Performance Criteria Pre-Content

6) Elements describe the essential outcomes of a competency standard unit

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 and prepare for quality systems	1.1 Appropriate quality systems/procedures are identified from enterprise and/or site quality systems requirements
	1.2 Performance objectives are identified and agreed with the team leader in accordance with work plan
	1.3 Work plan is structured to ensure quality standards are achieved in accordance with site requirements
	1.4 Where appropriate, the teams and individuals roles and responsibilities within the team are identified and, where required, assist in the provision of the on-the-job training
2 Apply quality systems and practices	2.1 Quality assurance systems and practices are implemented by the individual in accordance with manufacturer's/site requirements
	2.2 Work is monitored against agreed standards, sustainable energy principles and clarified with appropriate personnel in accordance with site requirements
	2.3 Allocated jobs or tasks are completed in accordance with team/enterprise quality requirements
3 Initiate changes to quality systems	3.1 Improvements and changes to quality procedures are identified by analysis of systems outcomes in accordance with site requirements
	3.2 Extent and nature of proposed changes to quality procedures are identified following investigation of enterprise/technical requirements in accordance with site requirements
	3.3 Proposed changes are negotiated and agreed with appropriate parties in accordance with site requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Evidence must show that knowledge has been acquired of safe working practices and enterprise quality management system.

All knowledge and skills detailed in this unit should be contextualised to current industry practices and technologies.

KS01-PO202B Enterprise quality management system, basic

Evidence shall show an understanding of enterprise quality management systems to an extent indicated by the following aspects:

T1 Quality Management Systems

- Purpose of a Quality Management System;
- Quality management system documentation, including work instructions (also known as work procedures or standard operating procedures), documentation templates, forms, and records;
 - Location of quality management system documentation and enterprise-based work instructions (including both hard-copy and electronic forms of documentation where appropriate);
 - Enterprise-based documentation and records including forms, records, databases

T2 Principles contained within the AS/NZS ISO 9001 quality management standard.

- Quality Assurance auditing principles, including external audits and internal audits

T3 Quality management tools and techniques, including the use and interpretation of:

- Flow charts;
- Cause-and-effect diagrams;
- Histograms;
- Run charts and graphs;
- Check sheets.

T4 Continuous improvement techniques

- Performance indicators;
- Techniques for generating improvement including quality circles, suggestion schemes, brainstorming

T5 Communication in a team environment

- Team meeting participation techniques;
- Participation in 'buddy-training'

T6 Principles of sustainable energy practice

- Performance indicators

REQUIRED SKILLS AND KNOWLEDGE

- Using enterprise-based systems to recommend and implement workplace improvements

Evidence Guide

EVIDENCE GUIDE

9) This provides essential advice for assessment of the competency standard unit and must be read in conjunction with the Performance Criteria and the Range Statement of the competency standard unit and the Training Package Assessment Guidelines. The Evidence Guide forms an integral part of this competency standard unit and shall be used in conjunction with all components parts of this unit and, performed in accordance with the Assessment Guidelines of this Training Package.

Overview of Assessment

9.1)

Longitudinal competency development approaches to assessment, such as Profiling, require data to be reliably gathered in a form that can be consistently interpreted over time. This approach is best utilised in Apprenticeship programs and reduces assessment intervention. It is the Industry's preferred model for apprenticeships. However, where summative (or final) assessment is used it is to include the application of the competency in the normal work environment or, at a minimum, the application of the competency in a realistically simulated work environment. It is recognised that, in some circumstances, assessment in part or full can occur outside the workplace. However, it must be in accord with Industry and, Regulatory policy in this regard.

Methods chosen for a particular assessment will be influenced by various factors. These include the extent of the assessment, the most effective locations for the assessment activities to take place, access to physical resources, additional safety measures that may be required and the critical nature of the competencies being assessed.

The critical safety nature of working with electricity, electrical equipment, gas or any other hazardous substance/material carries risk in deeming a person competent. Hence, sources of evidence need to be 'rich' in nature to minimise error in judgment.

Activities associated with normal every day work have a bearing on the decision as to how much and how detailed the data gathered will contribute to its 'richness'. Some skills are more critical to safety and operational requirements while the same skills may be

more or less frequently practised. These points are raised for the assessors to consider when choosing an assessment method and developing assessment instruments. Sample assessment instruments are included for Assessors in the Assessment Guidelines of this Training Package.

**Critical aspects
of evidence
required to
demonstrate
competency in
this unit** 9.2)

Before the critical aspects of evidence are considered all pre-requisites shall be met.

Evidence for competence in this unit shall be considered holistically. Each Element and associated Performance Criteria shall be demonstrated on at least two occasions in accordance with the “Assessment Guidelines – UEP12”. Evidence shall also comprise:

- A representative body of work performance demonstrated within the timeframes typically expected of the discipline, work function and industrial environment. In particular this shall incorporate evidence that shows a candidate is able to:
 - Implement Occupational Health and Safety workplace procedures and practices including the use of risk control measures as specified in the Performance Criteria and Range Statement
 - Apply sustainable energy principles and practices as specified in the Performance Criteria and Range Statement
 - Demonstrate an understanding of the Essential Knowledge and Associated Skills as described in 6) Essential Knowledge and Associated Skills of this unit
 - Demonstrate an appropriate level of employability skills
 - Conduct work observing the relevant Anti Discrimination legislation, regulations, policies and workplace procedures
- Demonstrated performance across a representative range of contexts from the prescribed items below:
 - Occupational, health and safety legislation; Statutory legislation; Enterprise/site safety procedures; Enterprise/site emergency procedures
 - Australian and/or international standards related to quality systems
 - The application of quality systems

- Identifying procedural change requirements
- Dealing with an unplanned event by drawing on Essential Knowledge and Skills to provide appropriate solutions incorporated in the holistic assessment with the above listed items.

Context of and specific resources for assessment **9.3)**

This unit should be assessed as it relates to normal work practice using procedures, information and resources typical of a workplace. This should include:

- OHS policy and work procedures and instructions
- Suitable work environment, facilities, equipment and materials to undertake actual work as prescribed by this competency standard unit

Competency Standards should be assessed in the workplace or simulated workplace and under the normal range of workplace conditions.

Assessment of this unit will be supported with documentary evidence, by means of endorsement stating type and application of work.

In addition to the resources listed above in Context of assessment', evidence should show competency working in confined spaces with different types of plant and equipment as well as different structural/construction types and method and in a variety of environments.

Method of assessment **9.4)**

This unit shall be assessed by methods given in Section 1.3.00 Assessment Guidelines.

Note:

Competent performance with inherent safe working practices is expected in the Industry to which this competency standard unit applies. This requires that the specified Essential Knowledge and Associated Skills be assessed in a structured environment that is primarily intended for learning/assessment and incorporates all necessary equipment and facilities for learners to develop and demonstrate the Essential Knowledge and Skills described in this unit.

**Concurrent
assessment and
relationship with
other units****9.5)**

There are no recommended concurrent assessments with this unit, however in some cases efficiencies may be gained in terms of learning and assessment effort being concurrently managed with allied competency standard units where listed.

Nil

Range Statement**RANGE STATEMENT**

10) This relates to the competency standard unit as a whole providing the range of contexts and conditions to which the Performance Criteria apply. It allows for different work environments and situations that will affect performance.

Quality assurance systems and procedures may include document management systems, workplace policies and procedure, AS/NZS ISO 9001 compliance, sustainable energy principles and includes those factors defined in the glossary under 'environment'

Work may be affected by Australian standards, Occupational Health and Safety standards, codes of practice, manufacturer's specifications, environmental requirements and enterprise procedures

Generic terms are used throughout this Training Package for vocational standard shall be regarded as part of the Range Statement in which competency is demonstrated.

Section 2.1 Preliminary Information and Glossaries contains a glossary of defined terms.

Unit Sector(s)

Not applicable.

Competency Field**Competency Field** **11)**

Operations