

Modification history

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 9.0.

AHCWRK5X12	Plan, implement and review a quality assurance program
Application	<p>This unit of competency describes the skills and knowledge required to determine workplace quality assurance objectives and plan, implement and review a quality assurance program.</p> <p>The unit applies to individuals who apply specialised skills and knowledge to the planning, implementing and reviewing of a quality assurance program, take personal responsibility and exercise autonomy in undertaking complex work. They analyse and synthesise information and analyse, design and communicate solutions to sometimes complex problems.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
Prerequisite Unit	Nil
Unit Sector	Work (WRK)

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine quality assurance objectives for the workplace	1.1 Assess future market requirements for quality assured products 1.2 Determine premiums for quality assurance products 1.3 Assess strategic benefits of a quality assurance program
2. Plan the quality assurance program and develop implementation strategies	2.1 Define product quality standards 2.2 Audit current status of products and operations 2.3 Evaluate and cost industry quality assurance programs 2.4 Select quality assurance program based on a cost benefit analysis 2.5 Document required processes and practices in the quality assurance program manual and prepare an implementation plan
3. Implement the quality assurance program	3.1 Document instructions defining task and process requirements 3.2 Implement contractor and staff training 3.3 Introduce or consult on changes to processes and practices 3.4 Establish processes to monitor and verify product quality 3.5 Introduce recording systems 3.6 Validate operating instructions under conditions to verify their suitability 3.7 Analyse problems and issues 3.8 Undertake corrective and preventative actions to resolve problems and issues 3.9 Conduct system analysis, hazard analysis and critical control points (HACCP) or related processes
4. Review the quality assurance program	4.1 Establish reporting formats 4.2 Implement mechanisms for gaining feedback information 4.3 Prepare for quality assurance audit

Foundation Skills	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
Skill	Description
Reading	<ul style="list-style-type: none"> Identify and interpret information regarding operating instructions
Oral communication	<ul style="list-style-type: none"> Initiate discussions with contractors and work colleagues, using clear language to communicate quality assurance program requirements

Foundation Skills	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
Skill	Description
Numeracy	<ul style="list-style-type: none"> Calculate and document costs of implemented strategy

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
AHCWRK5X12 Plan, implement and review a quality assurance program	AHCWRK512 Plan, implement and review a quality assurance program	Minor changes to application Major and minor changes to performance criteria and foundation skills Minor edits to performance and knowledge evidence and assessment conditions	Not equivalent

Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72
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TITLE	Assessment requirements for AHCWRK5X12 Plan, implement and review a quality assurance program
Performance Evidence	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has planned, implemented and reviewed a quality assurance program on at least one occasion and has:</p> <ul style="list-style-type: none"> • determined quality assurance objectives for the workplace • selected a quality assurance program using a cost benefit analysis • planned the quality assurance program and developed implementation strategies • implement the quality assurance program • maintained required records to support quality assurance • reviewed the quality assurance program. 	
Knowledge Evidence	
<p>An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> • market projections and customer requirements • cost and benefit of quality assurance implementation • leadership and administrative skills including change management • human resources induction practices • organisational objectives • quality standards • audit processes • quality assurance recording procedures • workplace culture and values • human resources performance monitoring practices • system analysis, hazard analysis and critical control points (HACCP) or related processes. 	
Assessment Conditions	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> • physical conditions: <ul style="list-style-type: none"> • a workplace setting or an environment that accurately represent workplace conditions • resources, equipment and materials: <ul style="list-style-type: none"> • operating instructions relevant to quality assurance program • specifications: <ul style="list-style-type: none"> • codes of practice relevant to quality including HACCP • relationships: <ul style="list-style-type: none"> • managers, staff and contractors. <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
Links	<p>Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72</p>