
MODULE TITLE	QUALITY CONTROL SYSTEMS
Nominal Duration	One Module
Module Code or Number	EA 041
Module Purpose	To enable students to develop and use management tools in quality control systems, including Manuals, Assessment Timing Plans, Quality Audits, Writing Procedures and to be able to describe a non-conformance feedback reporting system.
Relationship to Competency Standards	<p>This module will be modified in line with the requirements of the National Metals and Engineering Standards when they become available.</p> <p>The module contains the knowledge and skills identified and agreed by all States/Territories. It has been developed on the assumption that these will be reflected in the Standards.</p>
Prerequisites	Nil
Summary of content	<ol style="list-style-type: none"><u>Quality Manuals</u> Purpose and use Development techniques Manual page authorisation Cross-referencing to Australia standards<u>Quality Systems Assessment Timing Plans</u> Departmental review and interview procedures Period review of Manual content to AS 3902<u>Quality Audits</u> Need for continual internal reviews Timing plan “all clauses review” Evidence of conformance to clauses Follow-up procedures by Review Committee

4. Quality Procedure Writing Format

Writing format
Procedure
Purpose
Scope
Responsibility
References
Action procedure
Record retention

5. Reporting Systems - Non-Conformance

Purpose

Type

Non-conformance feedback system

Decision making process

Major

Minor

Non-conformance

Recording format

Recording layout

Follow-up procedure

Delivery

This module contains learning outcome that will require both theory and practical instruction. As such, it will require resources to facilitate both on- and off-job delivery strategies.

These strategies may involve:

- co-operative registered off-job provider/employer delivery sharing available resource;
- delivery by an employer who is registered as an off-job provider, with qualified trainers in-house using unique resources to facilitate on- and off-job delivery;
- off-the-job objectives which must focus on the industry context while on-the-job objectives should reflect application within enterprise operations.

Assessment instruments will need to be developed by the module provider. These instruments will need to reflect consistency with stated module learning outcomes and related assessment criteria.

Alternative assessment procedures will need to be considered and applied as appropriate to students' needs.

Student records will be the responsibility of the off-job provider and where more than one off-job provider is involved, formal processes for transfer of student information must be established.

Learning outcomes

On completion of this module the learner will be able to:

Learning Outcome 1

Develop and use Quality Manuals.

Assessment criteria

Explain the need for Quality Manuals.

Identify and list the layout needs for a simple quality manual.

Develop the Policy Statement requirements of a simple Quality Manual.

Outline the needs for manual page authorisation and page issuing.

Develop a simple Quality Manual and demonstrate its effective use.

Conditions

Access to a suitable study environment.

Relevant handout sheets, standards, extracts and reference materials to be made available.

This outcome will require an integration of theoretical and practical application exercises.

Assessment method

Short answer questions and practical application tasks.

Learning Outcome 2

**Preparation and planning of Quality Systems
Assessment Timing plans.**

Assessment criteria

Develop a simple timing plan for AS 3902 Assessment.

Explain key principles of evidence presentation.

Define the managerial responsibilities of quality.

Define the role of the quality verification of receiving inspection and final inspection principles.

Conditions

Access to a suitable study environment.

Relevant handout sheets, standards, extracts and reference materials to be made available.

This outcome will require an integration of theoretical and practical application exercises.

Assessment method

Short answer questions and practical application tasks.

Learning Outcome 3

Perform simple Quality Audits.

Assessment criteria

Develop a timing plan for the Quality clauses contained in AS 3902.

Define the key principles of a review committee.

Explain the main purpose and need for continuous reviews.

Perform a simple clause assessment.

Show use of observation sheet and complete audit plan sheet. Explain follow-up procedure by review committee team.

Conditions

Access to a suitable study environment.

Relevant handout sheets, standards, extracts and reference materials to be made available.

This outcome will require an integration of theoretical and practical application exercises.

Assessment method

Short answer questions and practical application.

Learning Outcome 4

Develop and use a writing procedure to write quality content for a Quality system.

Assessment criteria

Define the six requirements of a procedure.

Write a simple procedure for a quality system.

Conditions

Access to a suitable study environment.

Relevant handout sheets, standards, extracts and reference materials to be made available.

This outcome will require an integration of theoretical and practical application exercises.

Assessment method

Short answer questions and practical application tasks.

Learning Outcome 5

Outline the main requirements for an effective “non-conformance” feedback reporting system.

Assessment criteria

Define the principles in “non-conformance”.

Outline the main requirements for an effective “non-conformance” feedback reporting system.

Explain the difference in major/minor findings.

Outline the non-conforming register requirements.

Outline the follow-up procedure and verification.

Conditions

Access to a suitable study environment.

Relevant handout sheets, standards, extracts and reference materials to be made available.

This outcome will require an integration of theoretical and practical application exercises.

Assessment method

Short answer questions and practical application tasks.

Suggested learning resources

Physical resources

Texts/references