

Presentation Instructions

Who is this presentation for?

The trainer and learners.

What is in this Presentation?

- Course information that matches the Learner Guide content.
- Review questions and model answers.
- Slides contain summarised content, with full notes and information for the trainer, visible when the slide show is shown in "Presenter View" (see instructions on next slide).
- Use this presentation to support and reinforce the training information from the Learner Guide.

What do you need to do before you use it for the first time?

1. Rebrand the presentation.
2. Review the presentation as part of your validation process.

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Instructions for Viewing in Presenter View

NOTE: This view is only applicable when the computer is connected to a second screen or a data projector.

Once the second screen/projector is connected make sure that the "Use Presenter View" box is ticked.

This is found in the "SLIDE SHOW" tab as shown below.



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RIQUAZ201E

**MAINTAIN AND MONITOR SITE
QUALITY STANDARDS**



**TRAINING
PRESENTATION**

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Training Presentation Sections

Click on a box to go to that section.



Section 1: Plan & Prepare for Quality Work Outcomes



Section 2: Apply Quality Systems to Your Work



Section 3: Monitor and Report Quality Standards

Evaluation

Section 1:
Plan & Prepare for Quality Work
Outcomes



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1.1 Introduction

These materials are based on the unit of competency **RIIQUA201E Maintain and Monitor Site Quality Standards.**



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1.1 Introduction

You will learn about:

- ◆ Planning your work to meet quality standards.
- ◆ Applying quality standards to your own work including:
 - ◇ Carrying out your work to ensure quality.
 - ◇ Completing your work within set parameters for time, quality, cost and productivity.
 - ◇ Suggesting changes to procedures for continuous improvement.



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 - ◇ Suggesting changes to procedures for continuous improvement.

Continued...

1.1 Introduction

- ◆ Monitoring the quality of output and work processes and identifying risk or non-compliance.
- ◆ Reporting quality outputs or non-compliance.



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- ◆ Reporting quality outputs or non-compliance.

1.1.1 Maintaining and Monitoring Site Quality Standards

What does quality relate to on the job? Just about everything you do.

Quality outcomes are all about doing a job well and meeting the job specifications. It includes getting the job done on time and on budget.

A quality outcome is where the final product matches the plans, specifications or promise made to a customer.



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Evaluation

1.1.1 Maintaining and Monitoring Site Quality Standards

Quality relates to products and services that you provide.

Quality also relates to how well you complete each task relating to your work including:

- ◆ Filling out paperwork.
- ◆ Preparing work plans.
- ◆ Following instructions.
- ◆ Making reports.
- ◆ Using tools and equipment.
- ◆ Handling materials.
- ◆ Maintaining safety.



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Continued...

1.1.1 Maintaining and Monitoring Site Quality Standards

- ◆ Sampling and testing.
- ◆ Responding to emergencies.
- ◆ Coordinating with other personnel.
- ◆ Completing training.
- ◆ Dealing with customers.
- ◆ Delivering the correct product or outcome.



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1.1.1 Maintaining and Monitoring Site Quality Standards

Maintaining a quality standard is being able to consistently produce the right result for the situation.

To maintain a level of quality in the work you do it is important that you:

What to Do	Plan and Prepare for Quality Outcomes
	Apply Quality Systems to Your Own Work
	Monitor and Report Quality Standards

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What to Do and Examples

Plan and Prepare for Quality Outcomes

- ◆ Set up tasks properly.
- ◆ Plan out your work before you begin.
- ◆ Make sure you have the right equipment.
- ◆ Make sure all preparation work, or pre-requisite tasks have been completed before you start.
- ◆ Make sure you understand what the final result needs to be.
- ◆ Make sure you know how long you have to complete the job.

Apply Quality Systems to Your Own Work

- ◆ Read your task instructions or job plans and specifications to get a full understanding of the work that needs to be done.
- ◆ Check your work regularly against plans and specifications.
- ◆ Carry out testing and sampling of your work.
- ◆ Use equipment and materials correctly.
- ◆ Avoid using plant and equipment for jobs they are not designed for.
- ◆ Manage risks and hazards.

Monitor and Report Quality Standards

- ◆ Watch out for non-compliance, safety issues, poor quality outcomes and poor work practices.
- ◆ Provide accurate and up to date reports on how jobs are progressing or when tasks are complete.
- ◆ Report any issues relating to the quality of the product or work.

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1.1.2 Key Legislation and Site Quality Standards

Every workplace must follow laws and rules to maintain and monitor site quality standards. There are 4 main types:

Acts	These are laws that you must follow.
Regulations	These explain what the law means.
Codes of Practice	These are instructions on how to follow the law, based on industry standards.
Australian Standards	These tell you what the minimum requirement is for a job, product or hazard.

If you have any questions about how they impact your work, talk to your boss or supervisor.

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RIQUAZ01E

Section 1 Review Questions

1. What are the 4 main types of laws and rules to maintain and monitor site quality standards?



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1. What are the 4 main types of laws and rules to maintain and monitor site quality standards?

Answer:

- ◆ Acts.
- ◆ Regulations.
- ◆ Codes of Practice.
- ◆ Australian Standards.

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1.2 Identify Quality Standards

Quality standards are the criteria or conditions that need to be met by a task, product or service. These standards make sure that the end product meets the needs of the organisation and the customer.

Quality standards are basically a promise to the client that the product will be delivered, on time, as agreed, to the standard expected by the client.



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1.2 Identify Quality Standards

Quality standards may be applied to a wide range of areas within an organisation and will relate to every job you do on site. Quality standards are generally met by doing things properly and doing them well.

This includes:

- ◆ Allocation of responsibilities.
- ◆ Consultation and communication.
- ◆ Monitoring and review procedures.
- ◆ Record keeping and reporting.
- ◆ Training.



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Continued...

1.2 Identify Quality Standards

- ◆ Compliance procedures.
- ◆ Standard or safe operating procedures.
- ◆ Work instructions.
- ◆ Emergency procedures.
- ◆ Permit requirements.
- ◆ Sampling and testing.
- ◆ Documentation procedures.
- ◆ Product specifications.
- ◆ Delivery standards.
- ◆ Customer service.



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- ◆ Delivery standards.
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1.2 Identify Quality Standards

Quality standards and guidelines for achieving the required quality outcome may be outlined in:

- ◆ Policies.
- ◆ Site systems or procedures.
- ◆ Product or project specifications.
- ◆ Customer service standards.
- ◆ Sampling and testing standards.
- ◆ Permit requirements.
- ◆ Work instructions and safe/standard operating procedures.



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- ◆ Permit requirements.
- ◆ Work instructions and safe/standard operating procedures.

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Section 1 Review Questions

2. What are quality standards?



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