

TLIJ3002

Apply quality systems

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

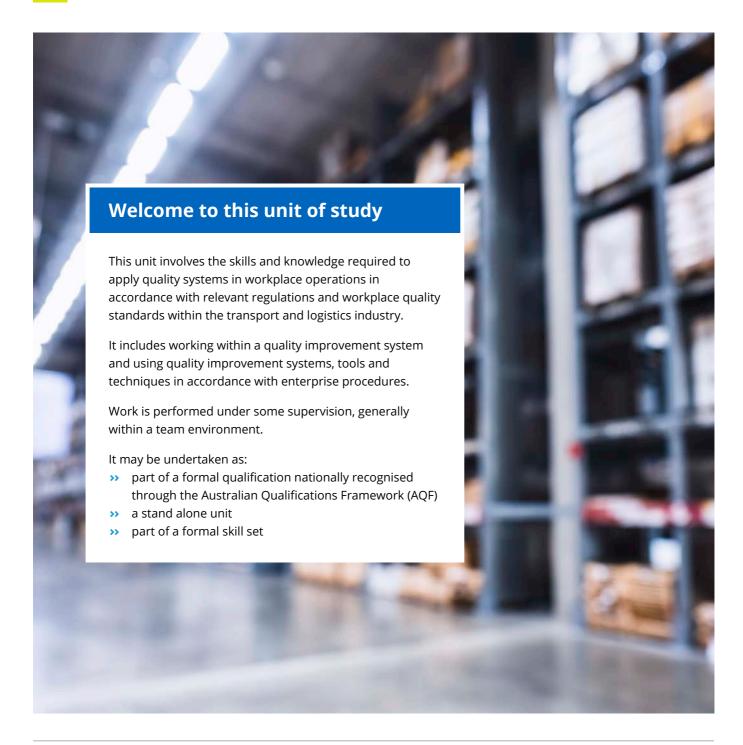
This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit TLIJ3002.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

https://catapultlearning.com.au/product/TLIJ3002/

Trainer/assessor guide

TLIJ3002 Apply quality systems



Contents

About this trainer/assessor guide	4
Learning resource	5
Topic 1: Work within a quality improvement system	5
Quality	5
Check your understanding	13
Topic 2: Use quality improvement systems, tools and techniques	15
Variations from required standards	15
Monitoring quality	19
Quality improvement tools and techniques	22
Check your understanding	27
References	29
Assessment workbook	31
Unit information	33
What is competency-based assessment?	34
How will my competency be assessed?	35
Assessment agreement	36
Foundation skills checklist	37
Skills recognition	38
Topic 1: Work within a quality improvement system	39
Topic 2: Use quality improvement systems, tools and techniques	40
Knowledge questions	41
Topic 1: Work within a quality improvement system	42
Topic 2: Use quality improvement systems, tools and techniques	45
Topic 3: Specific knowledge evidence	50
Performance tasks	51
Third party evidence collection agreement	52
Topic 1: Work within a quality improvement system	53
Topic 2: Use quality improvement systems, tools and techniques	54
Completion record	55
Unit mapping and assessment checklist	56
Trainer/ assessor user instructions	58



About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- >> Work within a quality improvement system
- Use quality improvement systems, tools and techniques

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- >> a set of true or false questions
- >> a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- >> information on competency-based assessment
- >> instructions on how you will be assessed
- >> assessment tools to assess your competence
- >> instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.