

RIIQUA401E

APPLY A QUALITY MANAGEMENT SYSTEM ON SITE

THEORY EXAM

Participant name	
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FOR THE PARTICIPANT

Instructions

- You will complete written questions as outlined on the following pages. You must attempt all questions and provide enough detail in your responses to demonstrate your knowledge.
- It is anticipated that you should complete this assessment within two (2) hours, but additional time may be allowed upon negotiation with the Assessor.
- You must complete all questions unassisted by the Assessor or other personnel, but may refer to reference material as needed. All questions must be answered correctly for a 'Satisfactory' assessment outcome to be awarded.
- An oral examination may be adopted under certain circumstances, whereby your answers will be documented by another party.
- Any written questions that are incomplete, or not answered satisfactorily will need to be completed again after further training support.
- If you answer a question incorrectly but modify your response, put your initials next to the written change (or the Assessor must initial a verbal change).

Resources required

Pen

FOR THE ASSESSOR

Instructions

- Where oral examination has occurred, ensure that this is acknowledged in writing (e.g. FT001 and Assessor Comments)
- All questions must be satisfactorily demonstrated by the Participant for a Satisfactory determination (indicated by an Assessor tick to the right of the question).
- Assessors are to complete marking in pen of a different colour to the Participant.
- If the Participant verbally modifies their response, write in the modified response verbatim and put your initials next to the written change.

ASSESSOR COMMENTS

As necessary, outline:

- Details on reattempts, alternative arrangements or reasonable adjustments made.
- Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

Q1. Provide three (3) sources you access for information on relevant legislation associated with civil works tasks.

Answer

1. Should reflect but is not limited to three (3) of: intranet, workplace policies
2. and procedures, websites, management meetings, handouts, newsletters,
3. industry updates; standards,



Q2. In the table below, insert two (2) examples of legislation you adhere to when preparing for work tasks and the context this is applied.

Answer

Legislation	Context legislation is applied
<i>e.g. Mandatory Standards</i>	<i>To ensure work is conducted compliantly using material to best practice requirements</i>
e.g. Workplace Health and Safety Act e.g. WHS Act	e.g. managing health and safety risks in workplace e.g. when planning emergency drills
e.g. Environmental Protection Act e.g. Local council requirements	e.g. to manage waste disposal, e.g. flora and fauna, heritage protection e.g. noise/ work hour restrictions



Q3. In one (1) paragraph, describe processes required by supervisors to ensure legislative, organisational and manufacturer requirements and procedures being used are relevant and current.

Answer

Should reflect but is not limited to: Discussions with engineers and/or project management; check requirements against standards or engineer specifications; check for latest versions of plans, drawings and specifications; check requirements against manufacturer specifications; check documents for currency and relevance; check through the process for pre-start meeting; toolbox meeting; work breakdown sheet



Q4. Name and describe four (4) tools, systems and/or processes used to effectively implement the organisations quality management system.

Answer

1. Should reflect but is not limited to four (4) of: Financial management tools such as budget and performance spreadsheet; Human resource management tools such as performance reviews, HR spreadsheets, training plans; drug and alcohol testing plans and procedures; Procedures such as SOPs, SWMS, manufacturer specifications; Checklists for procurements, serviceability, storage, compliance, maintenance, use.
2. Quality benchmarks applied to spreadsheets, Gannt charts etc such as hold points, witness points, inspection or test points etc. Continuous improvement plan – documenting improvements to processes and
3. procedures
4.



Q5. In one (1) paragraph describe methods you apply to ensure your crew meet HR management principles for the work activity.

Answer

Should reflect but is not limited to the following points:

checking crew member qualifications, licences and experiences against job requirements to ensure sufficient resources are available within budget

Discussing with individual members currency expectations and when licences are to expire – may include training, career planning, upskilling.

Performance reviews



- Q6. **You are required to supervise your crew in an activity such as a concrete pour, clarify the activity, what you will discuss during the pre-start meeting and the documents you will use. Briefly include a description of how these documents are to be used.**

Answer

Should reflect but is not limited to: Discuss safety and compliance during pre-start including PPE, fatigue and hydration, reading and signing understanding of SWMS, JSEA completion before start to identify hazards, signage and barrier requirements, emergency procedures. survey points and set out requirements using plans and drawings, making checks and measurements, earthwork compaction checks, reinforcement requirements and checks against reinforcement schedule, concrete arrival checks against specifications, concrete slump tests, concrete pour and height restrictions. time constraints, vibration and finishing



- Q7. **Describe a situation where you have applied continuous quality improvement in the workplace.**

Answer

Should reflect demonstration of applying quality improvement models such as: Lean, Six Sigma, Total Quality, Statistical process control, Root cause analysis. May also include encouraging team members to participate in continuous quality improvement processes – plan – do – check – act (PDCA) . May include refining repeatable processes recording



Q8. Discuss methods and techniques you apply to encourage participation by crew members in a continuous improvement model.

Answer

Should reflect but is not limited to any of the following points: communication methods, being clear, concise, confident, credible, compelling. Applying an inclusive work model to encourage participation and input; Developing a culture of belonging; allowing workers to feel safe in the team. Lead with vulnerability, empathy, and solidarity to create an inclusive team and workplace culture. Active listening techniques; Crew members feel as though they can share their thoughts and opinions freely; everyone feels heard; Providing support to team members adds to inclusivity, support such as mentoring, offering training



Q9. Describe mentoring and coaching you would provide to your team members to ensure they were constantly in the 'continuous improvement' headspace i.e. they identify and action key learnings wherever possible.

Answer

Should reflect but is not limited to the following points: Providing continuous improvement process information; Inform them of the savings and productivity advantages of the improvements; Include them in review and suggestions for improvement; apply communication skills such as active listening and questioning, active involvement and encouragement; provide guidance/support; Include them in information and project delivery activities



Q10. Briefly discuss data that can be used for benchmarking and monitoring performance for continuous improvement at your workplace. Name three (3) data sources.

Answer

Should reflect but is not limited to the following data sources:



Analysis of Gannt chart/ schedule (milestones/hold points), KPIs, Safety data – incident/accident/near-miss data; complaints; formal and informal feedback forms; surveys; financial information (budget- reached/not reached)

Q11. Organisational safety and risk management policies, procedures and programs should be provided to the work crew in an accessible manner. Discuss processes and/or documents used to share information relating to the organisation's safety, emergency and risk management policies, procedures, and programs.

Answer

Should reflect but is not limited to the following points: site procedures and work instructions for hazard identification, emergency response provided during induction procedures and confirmed during pre-start; Site procedures and work instructions for risk assessment, selection and implementing of risk control measures provided during induction, toolbox talks and pre-start; Toolbox talks provide information and documents relating to- site incident (accident) investigation requirements; site risk audits and investigations requirements; site hazard report procedures; site operating procedures and instructions, site emergency and evacuation procedures, site plant and equipment maintenance and use instructions, site hazardous substances use and storage procedures/instructions, site dangerous goods transport and storage; site WHS arrangements for on-site contractors, visitors and members of the public; First Aid provisions/medical practitioner contacts and attention instructions; site access.



Q12. How do you respond to issues raised through consultation?

Answer

Should reflect but is not limited to: formal and informal meetings may include with health and safety committees, other committees, such as, planning and purchasing; involvement of employees in management and planning meetings; early response to employee suggestions, requests, reports and concerns put forward to management; counselling/disciplinary processes



Q13. Describe two(2) types of reports you use to record work performance and describe how these documents are used to assist in the identification of further opportunities for improvement.

Answer

1. Should reflect reports and use but is not limited to two (2) of: Status reports on activities and projects – comparison against goals, objectives and KPIs, review of any issues; KPI reports – review against achievement of KPIs and areas for improvement.; Corrective Action Reports – root cause analysis of problems determines preventative actions so they don't happen again in future; Productivity reports – comparison of reports over time to see whether
2. improvements are required; Safety risk registers, incident reports, hazard reports – identifies areas for improvement in safety, can be monitored over time to see if any systemic hazards; Staff performance reports – pick up any areas requiring improvement individually such as new skills required or behaviour requires improving; Issues register – captures issues requiring to be corrected – determines activities for improvement – can be monitored over time



Q14. Using a paragraph, discuss why is it important for supervisors and those developing job plans and work schedules to understand the relationship between various areas of civil work and resource requirements.

Answer

Should reflect but is not limited to the following points: leads to appropriate sequencing of tasks and materials delivery and procurement; safety aspect of workers/crew locations.



Q15. Discuss forms and documents used when making recommendations for improvements, include what should be detailed in these documents.

Answer

Should reflect but is not limited to the following points: written reports or relevant workplace document with details similar to: the suggested action; the reasons for the suggestion; the steps and cost involved in making the proposed changes; the risks and ongoing costs the business is likely to incur if the changes are not made.



Q16. Discuss the importance of informing individuals and crews of savings and productive improvements so that quality requirements can be achieved.

Answer

Should reflect but is not limited to the following points: Supports the encouragement of personnel to strive for excellence in line with the quality management system. It is essential that the crew understand the current and potential future benefits in complying with the plan. Encourages engagement and ownership. Can increase effective participation, productivity and efficiency



Q17. Using a paragraph, discuss why it is vital to maintain accurate records for a successful quality management system.

Answer

Should reflect but is not limited to: Records are the documentary evidence that policies, procedures and work instructions have been carried out or not. They provide the basis for quality control – the check that the system is working according to standards set



Q18. Describe four (4) different document control procedures that are applied in civil construction organisations.

Answer

1. Should reflect but is not limited to explanation of four (4) of: document approval processes;
2. document copying; document versioning and storage;
3. document amendment procedures; document tracking;
4. document review procedures

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Q19. What different signs and barriers are placed to alert others of exclusion zones? Provide three (3) examples.

Answer

1. Should reflect but is not limited to three (3) of: No entry, Authorised personnel only; temporary fencing; barricading with signage; witches hats,
3. Danger- no entry without permit, permit holders only beyond this point sign.

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Q20. How do you communicate levels to plant operators during setting out procedures?

Answer

Should reflect but is not limited to one of: using peg flags/markers; string lines to follow

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RIIQUA401E

APPLY A QUALITY MANAGEMENT SYSTEM ON SITE

PRACTICAL ASSESSMENT

Participant name	
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FOR THE PARTICIPANT

Instructions

- The tasks outlined on the following pages will require performance of normal workplace activities, as a result of a structured activity set by an Observer in the workplace or a simulated activity set by your Assessor/Observer.
- The timeframe for these tasks will be established by your Assessor/Observer in consideration of location conditions and industry requirements.
- You must complete all tasks assisted by the Assessor or other personnel, unless the supervisor notes assistance.
- You must attempt all tasks (and itemised steps) for a 'Satisfactory' assessment outcome to be achieved.
 - For an observation conducted that is incomplete, or without satisfactory performance, the observation will need to be completed again after further training support.

FOR THE ASSESSOR/OBSERVER

Instructions

- The following observation record should be used to judge and record your observations of the Participant as they complete the task(s) set. You must record your observations of the Participant's performance.
 - For each occasion, indicate the task performed and whether it was a simulation or workplace-based task.
 - Any simulated assessment must ensure the Participant still performs under workplace conditions which reflect industry standards.
 - In the comments, provide clear detail regarding the task that the Participant was required to do (e.g. PPE used, materials handled, attachments connected, plant types).
- All steps must be satisfactorily demonstrated by the Participant for a 'Satisfactory' determination (indicated by an Assessor tick to the right of each itemised step, or an Observer tick to the right of each itemised step, and confirmation by an Assessor in the Assessor Comments).
 - Where you have determined that one or more task steps have not been satisfactorily demonstrated, provide the Participant with additional support and outline details of such assistance in the Assessor/Observer Comments. Allow the Participant two (2) further opportunities to demonstrate the task again to allow an opportunity for a 'Satisfactory' assessment outcome to be achieved.
 - If after three (3) attempts the Assessor determines that the Participant cannot demonstrate the required steps, a 'Not Satisfactory' outcome is to be determined.

TASK OUTCOME					
Task	Date	Task Type (Tick)	Location	Task outcome (Tick)	
				Satisfactory	Not Satisfactory
Task 1 (Occasion 1)		☐ Workplace ☐ Simulation		☐	☐
Task 1 (Occasion 2)		☐ Workplace ☐ Simulation		☐	☐

ASSESSOR COMMENTS: GENERAL

As necessary, outline:

- Details on reattempts, alternative arrangements or reasonable adjustments made.
- Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

ASSESSOR COMMENTS: PRACTICAL TASK 1: OCCASION 1

- ☐ Individual student (as named on cover page)
- ☐ Multiple students [☐ All from Attendance Report, ☐ Specific students involved – identify students]

Task	Provide detail
1.1A.	Specify (✓) documents collected and checked for currency and compliance: ☐ Instructions ☐ Plans ☐ Specifications ☐ SWMS ☐ JSEA ☐ Schedule ☐ Manuals ☐ TCP ☐ Delivery/procurement docs ☐ Training records ☐ Calibration records ☐ Other (please specify):
1.1J.	Specify safety requirements implemented: e.g. PPE, sign in, Risk management (JSA,JSEA, Equipment/plant checks), permit requirements
1.2E.	Specify improvements put forward: e.g. recommendation of updated equipment to speed tasks e.g. recommended usage changes to reduce emissions

ASSESSOR COMMENTS: PRACTICAL TASK 1: OCCASION 2

- ☐ Individual student (as named on cover page)
- ☐ Multiple students [☐ All from Attendance Report, ☐ Specific students involved – identify students]

Task	Details
1.1A.	Specify (✓) documents collected and checked for currency and compliance: ☐ Instructions ☐ Plans ☐ Specifications ☐ SWMS ☐ JSEA ☐ Schedule ☐ Manuals ☐ TCP ☐ Delivery/procurement docs ☐ Training records ☐ Calibration records ☐ Other (please specify):
1.1J.	Specify safety requirements implemented: e.g. PPE, sign in, Risk management (JSA,JSEA, Equipment/plant checks), permit requirements
1.2E.	Specify improvements put forward: e.g. recommendation of updated equipment to speed tasks e.g. recommended usage changes to reduce emissions