

<b>Title:</b>	WT3.12 Handle Non Conformances	
<b>Level:</b>	3	
<b>Credit Value:</b>	3	
<b>Learning outcomes</b>	<b>Assessment criteria</b>	
1. Follow organisational procedures relating to the handling of non conformances	1.1. Work safely at all times 1.2. Comply with the health, safety and environmental requirements set out by the organisation relevant to the site 1.3. Follow the organisational procedures that are appropriate to the operation being undertaken	
2. Prepare to handle a non conformance	2.1. Record non conformance in accordance with company operating procedures 2.2. Report non conformance to the relevant people	
3. Handle a non conformance	3.1. Identify the corrective actions that can be taken to resolve the non conformance within the limits of own knowledge and experience 3.2. Identify who has the knowledge and experience and report the non conformance to them if the corrective actions required are outside of own knowledge and experience 3.3. Assess the most suitable corrective action to take in accordance with company operating procedures within the limits of own knowledge and experience 3.4. Identify if no suitable corrective action can be taken and report to the relevant people 3.5. Initiate the corrective action, within the limits of own authority, and report to the relevant people in accordance with company	

	<p>operating procedures</p> <p>3.6. Identify who is the authorised person for the initiation of corrective actions required, if outside of own authority</p> <p>3.7. Communicate the requirement for corrective actions to the authorised person</p> <p>3.8. Record the corrective action taken in accordance with company operating procedures</p> <p>3.9. Monitor the progress of the corrective action in accordance with company operating procedures</p>
<p>4. Complete the handling of a non conformance</p>	<p>4.1. Record the completion of the corrective action in accordance with company operating procedures</p> <p>4.2. Assess any improvements that can be made to company operating procedures to minimise the re-occurrence of the non conformance, within the limits of own responsibility</p> <p>4.3. Report any improvements that can be made to company operating procedures to minimise the re-occurrence of the non conformance to the relevant people</p>
<p>5. Know how to follow organisational procedures</p>	<p>5.1. Explain personal and legal responsibilities with regard to health and safety in the working area</p> <p>5.2. Describe how working practices ensure that the working environment is conducive to good health</p> <p>5.3. Describe what the approved codes of practice/working practices relevant to the operation are and why it is important to</p>

	<p>follow them</p> <p>5.4. Explain when a work task risk assessment should be completed and how to ensure that one has been completed</p> <p>5.5. Explain how they would know if specific site requirements are in place and what they would do to comply with them</p> <p>5.6. Explain the company procedures relevant to the handling of a non conformance</p>
<p>6. Know how to prepare to handle a non conformance</p>	<p>6.1. Describe what represents a non conformance</p> <p>6.2. Describe the appropriate people to handle the relevant non conformance</p> <p>6.3. Describe the limits of own knowledge and experience</p> <p>6.4. Explain the corrective actions that can be taken to resolve the relevant non conformance</p> <p>6.5. Describe how to assess the most suitable corrective action in accordance with organisational procedures</p> <p>6.6. Describe who has the knowledge and experience required to correct a non conformance and how to report the non conformance to them</p> <p>6.7. Describe the definition of authority within the organisation</p> <p>6.8. Explain how to check whether they have the required authority</p> <p>6.9. Explain who has authority if they do not</p>
<p>7. Know how to handle a non conformance</p>	<p>7.1. Explain how to identify if no suitable corrective action can be taken</p> <p>7.2. Explain how to initiate corrective actions and how to report to the relevant people</p>

	<p>7.3. Describe how to communicate the requirement for corrective actions to the authorised person</p> <p>7.4. Describe how and where to record corrective actions taken</p> <p>7.5. Describe how to monitor the progress of corrective actions</p>
8. Know how to complete the handling of a non conformance	<p>8.1. Describe how to record the completion of corrective actions</p> <p>8.2. Describe what improvement actions are and how they are taken</p> <p>8.3. Explain how to assess improvements that can be made in accordance with organisational procedures</p> <p>8.4. Describe the limits of own responsibility with regard to improvement of company operating procedures</p> <p>8.5. Describe how to report improvements for initiation</p>
<b>Additional information about the unit</b>	
Unit purpose and aim(s)	This unit addresses the skills and knowledge required to prepare for and to handle non conformances.
Unit expiry date	31/07/2016
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	This unit covers the skills and knowledge requirements of NOS "Handle Non Conformances".
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit is subject to the requirements set out in the Cogent SSC Assessment Strategy.
Endorsement of the unit by a sector or other appropriate body (if required)	Cogent SSC
Location of the unit within the subject/sector classification system	2.1 , 4.2
Name of the organisation submitting the unit	PAA\VQ-SET

Availability for use	Restricted unit
Unit available from	
Unit guided learning hours	8