

# **Understand, implement, maintain & monitor general quality standards within the air- conditioning, refrigeration & ventilation industries**

Detailed course content as per SAQA requirements



# AiR

The following document contains detailed course content as per SAQA requirements. AIR Training, Consulting & Services fully adheres to SAQA legislation. This information may also be retrieved from SAQA.

# Understand, implement, maintain and monitor general quality standards within the air-conditioning, refrigeration and ventilation industries

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Unit Standard Number: 9505

NQF Level: 04

Credits: 8

## PURPOSE OF THE UNIT STANDARD:

Ensure that persons employed in the air-conditioning, refrigeration and ventilation industries understand and are capable of implementing, maintaining and monitoring standards as specified by the International Standards Organisation (ISO), and will embrace a policy of effective quality assurance.

## SPECIFIC OUTCOMES AND ASSESSMENT CRITERIA:

### SPECIFIC OUTCOME 1

Understand the general quality standards as recommended by the ISO:

- The definition of "product" as set out in the ISO/IEC guide 2 and ISO 8402 1994 is stated, explained and discussed.
- Commitment to quality is acknowledged.
- The fact that the procedures that form part of the quality system shall be dependent on the complexity of the work and the methods used is acknowledged, explained and discussed.
- The fact that the skills and training required is dependent on the complexity of the work is acknowledged, explained and discussed.

### SPECIFIC OUTCOME 2

Implement the general quality standards as recommended by the ISO:

- The accessibility and availability of adequate resources and personnel as required in terms of suitable equipment and working environment is ensured.
- The procedures for controlling and verifying the design of products are ensured.
- Identification of products by suitable means is ensured.

- Identification of products for reference purposes is recorded.
- The procedures for performing, verifying and reporting that servicing meets the specified requirements are met.

### SPECIFIC OUTCOME 3

Maintain the general quality standards as recommended by the ISO:

- All statutory and regulatory requirements and other reference standards or codes indicated or reflected in procedures are abided by.
- Availability of appropriate documents at all locations where operations essential to the effective functioning of the quality system are performed is ensured.
- Invalid and/or obsolete documents are removed promptly from all points of issue or use or otherwise assured against unintended use.
- Adequate functionality of inspection, measuring and test equipment is ensured and methods explained.
- Inspection and test status of inspection, measuring and test equipment is identifiable by suitable means.
- Corrective or preventive action to eliminate the cause of actual or potential non-conformities is taken.
- The maintenance of quality records to demonstrate conformance to specified requirements and the effective operation of the quality system is ensured.

### SPECIFIC OUTCOME 4

Monitor the general quality standards as recommended by the ISO:

- Compliance with the procedures for the control of verification, storage and maintenance of customer-supplied products is ensured.
- The requirement, where results of processes are specified in terms of inspection and testing activities are met.
- Unintended use or installation of non-conforming products is prevented.
- The procedures for handling, storage, packaging, preservation and delivering products are adhered to in order to prevent damage and/or deterioration to product.
- The application of statistical techniques, where required for establishing, controlling and verifying process capability and product characteristics is ensured.
- Purchased products conform to specified requirements.
- Self and other personnel performing activities affecting quality are adequately trained to carry out these activities.