

CS21 Quality Assurance Coordinator

Disclaimer

These Occupational Frameworks and Skill Profiles have been developed as workforce planning, occupational mapping and skills reference resources for the Australian textile, clothing and footwear (TCF) industry. They are intended to describe the typical functions, responsibilities, skills and capabilities associated with occupations across the industry.

These documents are not intended to replace or override industrial instruments or employment arrangements, including awards, enterprise agreements, employment contracts, position descriptions, classification structures, licensing or regulatory requirements, or other statutory obligations. Where differences arise, the relevant industrial, legislative or regulatory requirements take precedence. The Skill Profiles should be used as complementary reference documents to support workforce planning, career development, training and skills recognition.

1. Job role

TCF sub-sector	Cross sector
Job role	CS21 Quality Assurance Coordinator
Job role description	Coordinates quality assurance systems across TCF production / processing to ensure products meet specified standards, performance requirements and regulatory obligations. Oversees quality documentation, process audits and corrective action systems in collaboration with production and technical teams.
Performance expectations	• Maintain consistent product quality standards. • Reduce defect and rework rates. • Ensure compliance with internal and external standards. • Maintain accurate quality documentation. • Support continuous improvement initiatives. • Prepare for quality audits.
Specialisation	• Process quality control systems. • Audit coordination and compliance reporting • Continuous improvement methodologies

2. Key tasks and critical work functions

Key tasks	• Develop and maintain quality assurance procedures • Conduct internal process audits • Monitor production quality metrics • Coordinate corrective and preventive actions • Train staff on quality procedures • Maintain traceability and quality records
Critical work functions	• Ensuring adherence to product specifications • Identifying root causes of defects • Maintaining regulatory compliance. • Supporting efficient workflow without compromising quality. • Promoting continuous improvement culture.

3. Technical skills

Quality management systems	Apply ISO or equivalent frameworks.
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Process auditing	Conduct structured quality audits.
Defect analysis	Analyse defect trends.
Corrective action management	Implement Implement Corrective and Preventive Action (CAPA) systems.
Product testing coordination	Oversee compliance testing.
Digital quality systems	Use Enterprise Resource Planning (ERP) and quality tracking systems.
Documentation control	Maintain compliant quality records.
Risk assessment	Identify and mitigate quality risks.

4. Generic Skills

Analytical thinking	Interpret quality data and metrics.
Attention to detail	Ensure compliance with procedures.
Communication	Explain quality standards clearly.
Problem solving	Address production quality issues.
Collaboration	Work with production and technical teams.
Leadership	Guide teams toward quality improvement.

5. Emerging skills

Emerging skills	- Digital quality analytics platforms. - AI-assisted defect detection. - Real-time production monitoring. - Sustainability and Environmental, Social and Governance (ESG) quality metrics. - Lean and Six Sigma methodologies. - Traceability and block chain systems.
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6. VET Qualifications and Skill Sets

Entry-level preparation	MST50122 Diploma of Apparel, Fashion and Textiles or equivalent.
Advanced development	BSB50920 Diploma of Quality Auditing or equivalent.

7. Job progression

Possible job progression	Quality Assurance Coordinator → Quality Manager → Operations Manager / Technical Director.
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8. Classification

Australian Qualifications Framework	AQF Level 5–6.
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 1.

Open Source Classification of Occupations for Australia (OSCA)	111631 Quality Assurance Manager.
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