



**Australian Government**

**Assessment Requirements for MSL936001  
Maintain quality system and continuous  
improvement processes within work or  
functional area**

**Release: 1**

# **Assessment Requirements for MSL936001 Maintain quality system and continuous improvement processes within work or functional area**

## **Modification History**

Release 1. Supersedes and is equivalent to MSL936001A Maintain quality system and continuous improvement processes within work/functional area

## **Performance Evidence**

- Evidence of competence in this unit must satisfy all of the requirements of the elements and performance criteria, and include demonstration of:
- ensuring that the quality system requirements of day-to-day operations in the work area are met
- implementing, monitoring and evaluating quality system requirements and initiating continuous improvements within the work area
- applying effective problem identification, problem solving and quality improvement techniques
- gaining commitment of individuals and teams to apply quality principles and practices
- using quality improvement techniques to enhance internal and external customer service
- encouraging ideas and feedback from team members when developing and refining techniques and processes
- analysing training needs and implementing coaching and/or training programs to enhance the performance of individuals and teams
- communicating effectively with supervisors, managers, laboratory and/or production personnel and customers about quality requirements

preparing and maintaining quality and audit documentation.

## **Knowledge Evidence**

Must provide evidence that demonstrates knowledge of:

- workplace business goals and key performance indicators (KPIs)
- workplace organisational structure, delegations and responsibilities, and information management systems
- relevant sections of national and international quality standards, codes and protocols that apply in work area
- workplace quality system, plans and documentation
- continuous/quality improvement techniques, such as Pareto charts; strengths, weakness, opportunities, threats (SWOT) analysis; and plan, do, check, act (PDCA)
- standard operating procedures (SOPs) for the technical work performed in work area
- workplace policy and procedure development processes

- workplace communication, recording and reporting procedures
- work health and safety (WHS) and environment requirements.

## Assessment Conditions

- Judgement of competence must be based on holistic assessment of the evidence. Assessment methods must confirm consistency of performance over time, rather than a single assessment event.
- This unit of competency must be assessed in a laboratory environment that either meets Australian standards for working laboratories or is accredited by the National Association of Testing Authorities (NATA) or the Royal College of Pathology, as appropriate.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Knowledge evidence may be collected concurrently with performance evidence or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept in each case).
- This unit of competency may be assessed with:
  - MSL915001 Provide information to customers
  - MSL916004 Maintain registration and statutory or legal compliance in work or functional area
  - MSL916001 Develop and maintain laboratory documentation
- Holistic assessment methods include:
  - review of quality documentation prepared and maintained by the candidate
  - review of verified reports of improvement initiatives and/or projects conducted by the candidate
  - review of audit processes and outcomes generated by the candidate
  - review of information and training resources prepared by the candidate for personnel in the work area
  - feedback from peers and team members about the candidates ability to encourage participation and provide useful information, coaching and training
  - feedback from supervisors, managers and/or customers that the quality system requirements of day-to-day operations are met in the work area
  - observation of the candidate leading a quality improvement team
  - questions to assess required knowledge of quality systems, documentation, quality tools, continuous improvement processes and relevant workplace procedures.
- Access is required to all instruments, equipment, materials, workplace documentation, procedures and specifications associated with this unit, including, but not limited to:
  - documentation, such as sampling plans, workplace quality manual, quality (certification or registration) requirements, quality and customer data, audit documents, performance plans and reports, and training records and/or plans
  - workplace procedures relating to WHS, equal opportunity, environmental legislative requirements, and industrial awards and workplace agreements.

- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competence and currency.
- Technical competence can be demonstrated through:
  - relevant VET or other qualification/Statement of Attainment AND/OR
  - relevant workplace experience.
- Currency can be demonstrated through:
  - performing the competency being assessed as part of current employment OR
  - having consulted with a laboratory about performing the competency being assessed within the last twelve months.

## Links

Companion Volume implementation guides are found in VETNet -  
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=5c63a03b-4a6b-4ae5-9560-1e3c5f462baa>