



Australian Government

**Assessment Requirements for MSL934002
Apply quality system and continuous
improvement processes**

Release: 1

Assessment Requirements for MSL934002 Apply quality system and continuous improvement processes

Modification History

Release 1. Supersedes and is equivalent to MSL934002A Apply quality system and continuous improvement processes

Performance Evidence

- Evidence of competence in this unit must satisfy all of the requirements of the elements and performance criteria, and include demonstration of:
 - applying relevant quality control procedures and regulatory requirements to ensure the quality and integrity of the products/services or data provided in work area
 - applying and promoting sustainability principles and work practices in work area
 - detecting non-conforming products or services and recognising opportunities for improvements in work area
 - using at least three (3) quality improvement tools and techniques to analyse performance in work area
 - applying effective problem-solving strategies, such as identifying inputs and outputs, sequencing a process, identifying and rectifying a problem step, and root cause analysis
 - following workplace procedures for recording and reporting information about quality
 - implementing and monitoring approved actions, changes and improvement strategies
- consulting and working with other team members to suggest improvements in productivity and quality.

Knowledge Evidence

Must provide evidence that demonstrates knowledge of:

- business goals and quality requirements associated with job function and/or work area as a basis for decision making and action
- scientific and technical requirements of the processes, procedures, equipment and instrumentation associated with the candidate's work tasks and duties
- specifications for laboratory products and services in the work area
- sustainable energy principles
- workplace procedures associated with the candidate's regular technical duties
- layout of the workplace, divisions and laboratory
- organisational structure of the workplace
- lines of communication
- role of laboratory services to the workplace and customers
- 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 is to be assessed in the workplace or a simulated workplace environment. A simulated workplace environment must reflect realistic operational workplace conditions that cover all aspects of workplace performance, including the environment, task skills, task management skills, contingency management skills and job role environment skills.
- 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:
 - MSL924001 Process and interpret data
 - MSL954001 Obtain representative samples in accordance with sampling plan
 - relevant MSL974000 series units of competency
 - relevant MSL975000 series units of competency
- Holistic assessment methods include:
 - review of documentation completed by the candidate as part of regular quality control
 - feedback from supervisors and/or customers regarding quality of products/services and/or data regularly provided by the candidate
 - observation of the candidate's performance and participation in quality improvement teams over time in the workplace
 - review of reports from quality improvement teams where the candidate's role is clearly outlined and verified
 - verified reports of improvements suggested and implemented by the candidate individually
 - use of suitable simulations and/or a pilot plant and/or a range of quality improvement case studies and scenarios.
- Access is required to instruments, equipment, materials, workplace documentation, procedures and specifications associated with this unit, including, but not limited to:
 - workplace quality manual and procedures, quality control data/records
 - customer complaints and rectifications.
- 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.gov.au/Pages/TrainingDocs.aspx?q=5c63a03b-4a6b-4ae5-9560-1e3c5f462baa>