



Australian Government

MSL916003 Supervise laboratory operations in work or functional area

Release: 1

MSL916003 Supervise laboratory operations in work or functional area

Modification History

Release 1. Supersedes and is equivalent to MSL916003A Supervise laboratory operations in work/functional area

Application

This unit of competency covers planning, allocation of tasks, coordination, quality assurance, monitoring resource usage and recording and reporting of laboratory operations. This requires using significant judgement about work sequences, choosing appropriate technology and procedures to ensure that products and services meet customer expectations, and ensuring that operations are conducted safely and efficiently in keeping with the workplace business plan.

This unit of competency is applicable to senior technical officers and laboratory supervisors working in all industry sectors. Responsibility is undertaken for the day-to-day operation of the work or functional area under broad direction from more senior staff, such as scientists, medical staff and engineers.

While no specific licensing or certification requirements apply to this unit at the time of publication, laboratory operations are governed by relevant legislation, regulations and/or external accreditation requirements. Local requirements should be checked.

Pre-requisite Unit

Nil

Competency Field

Communication/organisation

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Monitor and direct work practices within functional area	1.1	Ensure that personnel follow all relevant procedures, regulations and standards
		1.2	Confirm that all technical work is performed in accordance with relevant standards, standard operating procedures (SOPs) and schedules

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| | | 1.3 | Ensure that analytical results/data are checked, collated and distributed in accordance with workplace requirements |
| | | 1.4 | Monitor testing and sampling procedures for quality control in accordance with workplace requirements |
| | | 1.5 | Identify and resolve complex problems by using agreed problem-solving strategies and act to prevent their recurrence |
| 2 | Manage personnel within work area | 2.1 | Develop and coordinate rosters to balance job requirements, laboratory efficiency and skill development opportunities |
| | | 2.2 | Empower work groups/teams in dealing with technical and workflow problems and suggesting improvements |
| | | 2.3 | Provide coaching and mentoring to support personnel who have difficulties with meeting targets for performance and/or resource usage |
| | | 2.4 | Establish and maintain effective communication with all personnel and clients to ensure smooth and efficient operations |
| 3 | Establish resource requirements, operating plans and budget | 3.1 | Collect and analyse available resource information in consultation with appropriate personnel |
| | | 3.2 | Prepare operational plans which make the best use of available resources, taking into account client needs and workplace plans |
| | | 3.3 | Identify and analyse possible variances due to external/internal factors and prepare contingency plans |
| | | 3.4 | Collect and analyse information to develop/revise an operating budget for the work/functional area |
| 4 | Procure resources to achieve | 4.1 | Analyse resource requirements and sources of supply in terms of suitability, cost, quality and availability |
| | | 4.2 | Select and purchase new materials and equipment in |

	operational plans		accordance with workplace procedures
		4.3	Coordinate stocktaking of materials and equipment to ensure maintenance of stock at prescribed levels
		4.4	Ensure that personnel are competent to perform required tasks and organise training if required
		4.5	Arrange for the recruitment and induction of personnel as appropriate
5	Monitor and optimise operational performance and resource usage	5.1	Monitor the relationship between budget and actual performance to foresee problems
		5.2	Analyse variations in budget performance and either report or rectify abnormal/sub-optimal performance
		5.3	Negotiate with designated personnel and seek approval for variations to operational plans as required
		5.4	Assess utilisation of plant, equipment and consumables and compare with planned usage
		5.5	Rectify sub-optimal utilisation of plant, equipment and consumables
		5.6	Program and arrange for maintenance of plant and equipment in accordance with workplace maintenance schedules
		5.7	Maintain systems, procedures and records associated with resource usage in accordance with workplace requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance.

Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Standards, codes, procedures and/or workplace requirements

Standards, codes, procedures and/or workplace requirements include the latest version of one or more of:

- Australian and international standards and codes relevant to the laboratory's operations and scope of testing
- work health and safety (WHS) national standards and codes of practice
- registration/licensing and/or National Association of Testing Authorities (NATA) accreditation requirements
- workplace documents and/or plans covering management of laboratory services, quality, environment, personnel, budgets and maintenance

Equipment and systems

Equipment and systems include, but are not limited to:

- computer equipment, information management systems and financial accounting systems

Problem solving

Problem solving includes:

- troubleshooting and fault-finding
- risk analysis, root cause analysis and/or aspect/impact analysis
- non-routine operational, technical, administrative and/or personnel-related problems

Supervisory responsibilities

Supervisory responsibilities within functional area include:

- work practices, personnel, operational plans and performance

WHS and environmental management requirements

WHS and environmental management requirements include:

- complying with WHS and environmental management requirements at all times, which may be imposed through state/territory or federal legislation. These requirements must not be compromised at any time
- applying standard precautions relating to the potentially hazardous nature of samples
- accessing and applying current industry understanding of infection control issued by the National Health and Medical Research Council (NHMRC) and State and Territory

Departments of Health, where relevant

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSL916003A Supervise laboratory operations in work/functional area

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5c63a03b-4a6b-4ae5-9560-1e3c5f462baa>

Assessment Requirements for MSL916003 Supervise laboratory operations in work or functional area

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Performance Evidence

- Evidence of competence in this unit must satisfy all of the requirements of the elements and performance criteria, and include demonstration of:
- supervising day-to-day laboratory operations of a work/functional area
- ensuring that legislation, statutory and workplace requirements are met in work operations
- collecting and analysing information to develop/revise operating plans and budget
- achieving planned outcomes within agreed resource and budget parameters without compromising safety, quality and ethics
- coordinating stocktakes, selecting and purchasing materials and equipment
- programing and arranging for maintenance of plant and equipment
- making decisions within limits of responsibility and authority
- monitoring outputs, analysing processes and introducing ways to improve operations
- solving a range of non-routine problems
- motivating and mentoring personnel to improve performance.

Knowledge Evidence

- Must provide evidence that demonstrates knowledge of:
- laboratory services and/or products and customers in work/functional area
- legislation, codes, standards and registration criteria relevant to the work area or function
- business operational plans and key performance indicators (KPIs) for work/functional area
- principles of budgeting, operational planning and efficient resource use
- workplace industrial agreements and regulations dealing with hygiene, dress and behaviour of employees
- standard operating procedures (SOPs) and the technical details of sampling, testing, equipment and instrumentation within the work area
- problem-solving techniques and contingency planning
- auditing procedures in work/functional area

team leadership, mentoring and coaching techniques 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. The assessment timeframe must allow for adequate assessment over a planning cycle.
- This unit of competency must be assessed in a laboratory environment that meets Australian standards for working laboratories or is accredited by the National Association of Testing Authorities (NATA) or the Royal College of Pathology.
- 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:
 - MSL916002 Manage and develop teams
 - MSL916004 Maintain registration and statutory or legal compliance in work or functional area
 - MSL946001 Implement and monitor WHS and environmental management systems
- Holistic assessment methods include:
 - direct observation of the candidate's interactions with personnel
 - review of reports from the candidate's subordinates, peers, managers and/or customers
 - review of reports, operational budgets and plans generated by the candidate
 - review of performance reports for the candidate's work area
 - review of documented examples of quality performance improvements achieved by the candidate and examples of significant problems solved
 - observation of simulations/role plays to assess situations which are critical but did not arise during the negotiated assessment period.
- Access is required to instruments, equipment, materials, workplace documentation, procedures and specifications associated with this unit, including, but not limited to:
 - laboratory equipped with appropriate services, equipment, instruments and consumables
 - relevant workplace policies, procedures, operational reports, financial reports and stock records
 - technical manuals, SOPs and quality manuals.
- 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 competency 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.

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