



**Australian Government**

# **MSL916013 Supervise laboratory operations in work or functional area**

**Release: 1**

# MSL916013 Supervise laboratory operations in work or functional area

## Modification History

Release 1. Supersedes and equivalent to MSL916008 Supervise laboratory operations in work or functional area. Minor changes to Performance Criteria and some refinement of Knowledge Evidence without change to outcome.

## Application

This unit of competency describes the skills and knowledge to monitor and direct work practices, coordinate and support personnel and manage and optimise resources within the laboratory. 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 applies 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.

No licensing or certification requirements exist at the time of publication. However, regulations and/or external accreditation requirements for laboratory operations exist, so local requirements should be checked. Relevant legislation, industry standards and codes of practice within Australia must also be applied.

## Pre-requisite Unit

Nil.

## Competency Field

Communication/organisation

## Elements and Performance Criteria

| Elements                                                    | 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 Monitor team work practices and confirm that all technical work is being performed in accordance with relevant standards, workplace procedures and schedules<br>1.2 Ensure that analytical results/data are checked, collated and |

| Elements                                                       | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes.                      | Performance criteria describe the performance needed to demonstrate achievement of the element.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                                                | <p>distributed in accordance with workplace requirements</p> <p>1.3 Monitor testing and sampling procedures for quality control in accordance with workplace requirements</p> <p>1.4 Identify and resolve complex problems by using agreed problem-solving strategies and act to prevent their recurrence</p>                                                                                                                                                                                                                                                        |
| 2. Manage personnel within work area                           | <p>2.1 Develop and coordinate rosters to balance job requirements, laboratory efficiency and skill development opportunities</p> <p>2.2 Communicate in ways that empower work groups/teams in dealing with technical and workflow problems and suggesting improvements</p> <p>2.3 Use coaching and mentoring techniques to support personnel who have difficulties with meeting targets for performance and/or resource usage</p> <p>2.4 Establish and maintain effective communication with all personnel and clients to ensure smooth and efficient operations</p> |
| 3. Establish resource requirements, operating plans and budget | <p>3.1 Collect and analyse available resource information in consultation with appropriate personnel</p> <p>3.2 Prepare operational plans which make the best use of available resources, taking into account client needs and workplace plans</p> <p>3.3 Identify and analyse possible variances due to external/internal factors and prepare contingency plans</p> <p>3.4 Collect and analyse information to develop/revise an operating budget for the work/functional area</p>                                                                                   |
| 4. Procure resources to achieve operational plans              | <p>4.1 Analyse resource requirements and sources of supply in terms of suitability, cost, quality and availability</p> <p>4.2 Select and purchase new materials and equipment in accordance with workplace procedures</p> <p>4.3 Coordinate stocktaking of materials and equipment to ensure maintenance of stock at prescribed levels</p> <p>4.4 Ensure that personnel are competent to perform required tasks and organise training as required</p> <p>4.5 Arrange for the recruitment and induction of personnel as appropriate</p>                               |
| 5. Monitor and optimise operational performance                | 5.1 Monitor the relationship between budget and actual performance to foresee problems                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| Elements                                  | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| and resource usage                        | <p>5.2 Analyse variations in budget performance and either report or rectify abnormal/sub-optimal performance</p> <p>5.3 Negotiate with designated personnel and seek approval for variations to operational plans as required</p> <p>5.4 Assess utilisation of plant, equipment and consumables and compare with planned usage</p> <p>5.5 Rectify sub-optimal utilisation of plant, equipment and consumables</p> <p>5.6 Program and arrange for maintenance of plant and equipment in accordance with workplace maintenance schedules</p> <p>5.7 Maintain systems, procedures and records associated with resource usage in accordance with workplace requirements</p> |

## 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.

## Unit Mapping Information

Supersedes and is equivalent to MSL916008 Supervise laboratory operations in work/functional area.

## Links

MSL Laboratory Operations Companion Volume Implementation Guide is available from VETNet – -

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

# Assessment Requirements for MSL916013 Supervise laboratory operations in work or functional area

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## Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- effectively supervised the day-to-day laboratory operations of a work/functional area on 3 occasions.

## Knowledge Evidence

There must be evidence the candidate has knowledge of:

- laboratory services and/or products and customers in work or functional area
- Australian and international standards and codes relevant to the laboratory's operations and scope of testing
- registration/licensing and/or National Association of Testing Authorities (NATA) accreditation requirements
- key performance indicators (KPIs) for the work or functional area
- principles of budgeting, operational planning, contingency planning and efficient resource use
- workplace documents and plans that address management of laboratory services in relation to:
  - auditing procedures
  - budgets
  - environmental sustainability
  - maintenance
  - personnel
  - quality
  - work health and safety
  - workplace procedures and the technical details of sampling, testing, equipment and instrumentation
- problem-solving techniques, including:
  - troubleshooting and fault-finding
  - risk analysis, root cause analysis and/or aspect/impact analysis
  - non-routine operational, technical, administrative and personnel-related problems

- team leadership, mentoring and coaching techniques
- workplace industrial agreements and regulations dealing with hygiene, dress and behaviour of employees.

## Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
  - laboratory equipped with appropriate services, equipment, instruments and consumables
  - workplace policies, procedures, operational reports, financial reports and stock records
  - technical manuals, workplace procedures and quality manuals
- modelling of industry operating conditions, including:
  - interactions with laboratory operations personnel.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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