



Australian Government

Assessment Requirements for MSL933002 Contribute to the achievement of quality objectives

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSL933002A Contribute to the achievement of quality objectives

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 workplace quality control principles and procedures to laboratory/field work
- contributing to improvements in productivity and quality through teamwork and commitment to personal work standards
- maintaining personal commitment and compliance to quality objectives
- providing quality products and services to customers consistent with the job role
- resolving simple customer inquiries
- minimising waste and rework.

Knowledge Evidence

Must provide evidence that demonstrates knowledge of:

- quality requirements of the candidate's job role and functions
- workplace procedures associated with the candidate's routine technical duties
- layout of the workplace, divisions and laboratory
- lines of communication
- organisational structure of the workplace
- products and services provided by the workplace
- role of laboratory services to the workplace and customers
- scheduling of tests and procedures to meet customer requirements
- role of internal and external audits
- recording, reporting and document control requirements
- continuous improvement and waste minimisation principles
- 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:
 - MSL913001 Communicate with other people
 - technical units of competency dealing with sampling and testing.
- Holistic assessment methods include:
 - review of quality control data collected by the candidate
 - review of quality improvements suggested by the candidate
 - feedback from supervisors and peers
 - flow charts or diagrams prepared by the candidate to describe workflows and workplace layout (alternatively, the candidate could explain existing charts or diagrams)
 - oral or written questions about quality concepts and workplace procedures.
- Access is required to instruments, equipment, materials, workplace documentation, procedures and specifications associated with this unit, including, but not limited to:
 - workplace quality system as set out in quality manuals and workplace procedures
 - standard operating procedures (SOPs).
- 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.

Links

MSA Training Package Implementation Guides - <http://mskills.org.au/training-packages/info/>