



Australian Government

MSL933002 Contribute to the achievement of quality objectives

Release: 1

MSL933002 Contribute to the achievement of quality objectives

Modification History

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

Application

This unit of competency covers the development of a working knowledge of quality principles and their application in laboratory/field work.

This unit of competency is applicable to samplers/testers, production operators and laboratory/field assistants working in all industry sectors. These personnel have defined roles and responsibilities within the workplace's quality system which are set out in quality manuals and workplace procedures.

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

Quality

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.

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

1	Apply quality control procedures	1.1	Record data for quality control purposes
		1.2	Recognise and report non-conformances in keeping with job role and quality procedures
2	Contribute to quality improvements	2.1	Review own work practices for opportunities to continuously improve performance
		2.2	Identify and report opportunities for improvements in

procedures, processes and equipment in work area

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| 3 | Maintain commitment to workplace quality standards in own work | 3.1 | Maintain an objective of 'right first time' |
| | | 3.2 | Conduct work in accordance with sustainability work practices |
| | | 3.3 | Minimise waste and rework in accordance with workplace guidelines |
| | | 3.4 | Demonstrate 'job ownership' for whole tasks through a commitment to finish and follow-up |
| | | 3.5 | Ensure that personal actions conform with the code of ethics relevant to the workplace |
| 4 | Assist in maintaining customer relationships | 4.1 | Demonstrate an understanding of the business goals, products and services of the workplace when dealing with customers in relation to own function |
| | | 4.2 | Communicate appropriately with customers in keeping with knowledge and authority limitations and quality requirements |
| 5 | Update knowledge and skills as required | 5.1 | Recognise own strengths and limitations and take advantage of opportunities for skill development |

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 covering the requirements for the competence of testing and calibration laboratories, and quality management
- National Association of Testing Authorities (NATA) accreditation program requirements
- national measurement regulations and guidelines
- specific codes, guidelines, procedures and methods, such as Australia New Zealand Food Standards (ANZFS) Code, Australian code of good manufacturing practice for medicinal products (GMP), and principles of good laboratory practice (GLP)
- workplace documents, such as standard operating procedures (SOPs), quality and equipment manuals, calibration and maintenance schedules, material safety data sheets (MSDS) and safety procedures, material, production and product specifications, production and laboratory schedules, workplace recording and reporting procedures, waste minimisation and safe disposal procedures
- customer specific requirements/standards

Quality control procedures

Quality control procedures include one or more of:

- standards imposed by regulatory and licensing bodies
- workplace quality procedures
- working to a customer brief and associated quality procedures
- checklists to monitor job progress against agreed time, costs and quality standards
- the use of hold points to evaluate conformance
- the use of inspection and test plans to check compliance

Sustainable work practices

Sustainable work practices include, but not limited to, one or more of:

- examining work practices that use excessive electricity
- switching off equipment when not in use
- regularly cleaning filters
- insulating rooms and buildings to reduce energy use
- recycling and reusing materials wherever practicable
- minimising process waste

Reporting

Reporting involves one or more of:

- verbal responses
- data entry into laboratory information management system (LIMS) or workplace databases
- brief written reports using workplace proformas

Quality improvement opportunities

Quality improvement opportunities that relate to the work of laboratory assistants include one or more of:

- improved methods for sampling, testing and recording data
- improved hygiene and sanitation procedures
- minimisation of waste and rework
- improved laboratory layout and work flow

Work health and safety (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

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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 MSL933002 Contribute to the achievement of quality objectives

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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:

- 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.

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