



Australian Government

MSL933009 Contribute to the achievement of quality objectives

Release: 1

MSL933009 Contribute to the achievement of quality objectives

Modification History

Release 1. Supersedes and equivalent to MSL933006 Contribute to the achievement of quality objectives. Minor changes to Performance Criteria and Knowledge Evidence.

Application

This unit of competency describes the skills and knowledge to apply quality principles to laboratory or field work to achieve quality outcomes.

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

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.

Competency Field

Quality

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. Apply quality control procedures	1.1 Record data for quality control purposes in accordance with workplace procedures 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
3. Maintain commitment to workplace quality standards in own work	3.1 Conduct work in accordance with sustainability work practices 3.2 Take responsibility for whole tasks through a commitment to finish

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
4. Assist in maintaining customer relationships	4.1 Deal with customers in relation to own function in a way that reflects an understanding of products and services 4.2 Communicate appropriately with customers in line with knowledge and authority limitations and quality requirements
5. Update knowledge and skills	5.1 Recognise own strengths and limitations 5.2 Identify and use opportunities for own skill development for laboratory work

Foundation Skills

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

- Oral communication skills to work effectively with others in a team to improve productivity and efficiency, and to resolve simple customer enquiries.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

Supersedes and is equivalent to MSL933002 Contribute to the achievement of quality objectives.

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 MSL933009 Contribute to the achievement of quality objectives

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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:

- applied workplace quality control principles and procedures to laboratory/field work to achieve quality outcomes for at least two different laboratory tasks or ‘jobs’, including:
 - communicating with customers
 - recording and reporting results.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- role of laboratory services to the workplace and customers
- 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
- scheduling of tests and procedures to meet customer requirements
- fundamental role of internal and external audits
- recording, reporting and document control requirements
- continuous improvement and waste minimisation principles
- existence and purpose of any accreditation and regulatory requirements relating to quality objectives as they affect own job role.
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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:
 - workplace quality system documentation
 - workplace procedures.

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

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