



Australian Government

Assessment Requirements for MSL934009

Apply quality system and continuous improvement processes

Release: 1

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Modification History

Release 1. Supersedes and equivalent to MSL934006 Apply quality system and continuous improvement processes. Changes to Elements and Performance Criteria to reflect level of application in the workplace. Multiple duplicating items removed from Knowledge Evidence.

Performance Evidence

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

- used at least 3 quality improvement tools and techniques to effectively analyse performance in work area
- implemented actions to improve performance, working individually or as part of a team.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- business goals and quality requirements associated with job function and work area as a basis for decision-making and action
- relationship between risk management and quality system management and improvement
- specifications for laboratory products and services in the work area
- role of laboratory services to the workplace and customers
- workplace procedures for recording and reporting quality control data
- fundamental role of scheduled quality control and equipment calibration and maintenance
- fundamental role of internal and external audits
- recording, reporting and document control requirements
- continuous improvement principles
- typical opportunities for improvement relating to the job role
- layout of the workplace, divisions and laboratory
- quality improvement tools and techniques
- 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 documentation and procedures
 - quality control data/records
 - customer complaints and rectifications.

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

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>