



Australian Government

**Assessment Requirements for MSL936005
Maintain quality system and continuous
improvement processes within work or
functional area**

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Modification History

Release 1. Supersedes and equivalent to MSL936003 Maintain quality system and continuous improvement processes within work or functional area. Requirement to develop inspection and test plans removed and other minor changes to Performance Criteria. Minor changes to Foundation Skills and 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:

- ensured that the quality system requirements of day-to-day operations in the work area are effectively met on 3 occasions.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- workplace business goals and key performance indicators (KPIs)
- workplace organisational structure, delegations and responsibilities, and information management systems
- sections of national and international quality standards, codes, policies and procedures that apply in work area
- workplace quality system, plans and documentation
- continuous/quality improvement techniques, including Pareto charts, strengths, weakness, opportunities, threats (SWOT) analysis and plan, do, check, act (PDCA)
- registration/licensing and/or National Association of Testing Authorities (NATA) accreditation requirements
- technical developments in the sector, including current methodologies, ranges and interpretations
- types of quality audits, including:
 - regular checks of laboratory procedures
 - daily and weekly checks of specimen reception, instrumentation and results for control and standard samples to identify non-conformance and problem areas
 - maintenance of appropriate certified reference materials
 - participation in external quality assurance programs
- workplace procedures for:
 - technical work performed in work area
 - workplace policy and procedure development and review processes

- decision-making delegation
- document control
- recording and reporting
- records management and maintenance
- environmental sustainability issues in the context of continuous improvement
- legal, ethical and work health and safety (WHS) requirements specific to the work task.
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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 manual, quality (certification or registration) requirements, quality and customer data, audit documents, performance plans and reports, and training records and/or plans
- modelling of industry operating conditions, including:
 - interactions with laboratory operations staff.

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>