# Knowledge Assessment

**Assessment event 1 of 3**

# Trainer & Assessor Marking Guide

## Criteria

### Unit code, name and release number

MSL913004 - Plan and conduct laboratory/field work (1)

### Qualification/Course code, name and release number

MSL30118 – Certificate III in Laboratory Skills (1)

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This assessment can be found in the: [Learning Bank](https://share.tafensw.edu.au/share/access/searching.do?doc=%3Cxml%2F%3E&in=P7ac4831b-430a-4b8d-8b56-f7b32ed5b9cf&q=&type=standard&sort=rank&dr=AFTER)

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## Assessment instructions

Table 1 Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Instructions for the trainer and assessor** | This is a written assessment and will be assessing the student on their knowledge of the unit.  This assessment is in 3 parts:   1. Multiple choice questions (Questions 1 – 15) 2. True or false questions (Questions 16 – 30) 3. Assessment feedback   Model answers, sample responses or criteria for each question are provided below.  Use these to support your judgement when determining a satisfactory result.  The student’s response to each question must contain the information indicated in this marking guide in order for their response to be correct. However, if a student provides information other than indicated below, and in the professional opinion of the assessor it is appropriate and meets the intent of the question, it may be considered correct.  The assessment feedback page must be signed by both the student and the assessor so the student displays that they have received, understood and accepted the feedback.  Complete the assessment feedback to the student and ensure you have taken a copy of the assessment prior to it being returned to the student.  Ensure the students name appears on the bottom of each page of the submitted assessment. |
| **About this marking guide** | The student’s response to each question must contain the information indicated in this marking guide in order for their response to be correct.  All questions must be answered correctly in order to satisfactorily complete this assessment event.  Assessors will need to make a judgement call as to whether each answer/response meets the criteria based upon the:   * Rules of Evidence:   + Validity – does the answer address the assessment question and does the evidence reflect the four dimensions of competency?   + Sufficiency – is the answer sufficient in terms of length and depth?   + Currency – has the work been done so recently as to be current?   + Authenticity – is this work the student’s own authentic work? * Principles of Assessment:   + Fairness – individual student’s needs are considered in the assessment process   + Flexibility – assessment is flexible to the individual student   + Validity – any assessment decision is justified, based on the evidence of performance of the student   + Reliability – evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment * Dimensions of competency   + Task skills   + Task Management Skills   + Contingency Planning Skills   + Job Role Environment Skills |
| **Student must provide** | Pens and pencils |
| **Assessor must provide** | Classroom suitable for conducting a written assessment |
| **Time allowed** | 45 minutes |

## Part 1: Multiple choice (Questions 1 – 15)

Read the question and each answer carefully. Put an X in the table next to your chosen answer.

1. Which of the following behaviours would NOT be considered appropriate if you were to find a document on the laboratory floor that appeared to contain very sensitive commercial information?

Table 2 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Pick up the document and place in a sealed envelope |  |
| 1. Notify your supervisor immediately without reading it |  |
| 1. Locate the owner and return the document |  |
| 1. Read the document | X |

1. Which of the statements below would you NOT expect to find in a Laboratory Code of Ethics?

Table 3 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Act honestly in all dealings with customers and other employees |  |
| 1. Maintain confidentiality of laboratory procedures and results |  |
| 1. Professional behaviour only applies during working hours | X |
| 1. Avoid taking unnecessary risks that may cause harm to yourself or others |  |

1. Legislative requirements that apply to laboratory workers include:

Table 4 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. WHS and workers compensation |  |
| 1. equal employment, anti-discrimination and anti-harassment |  |
| 1. environmental protection |  |
| 1. all the above | X |

1. Professional work practices that relate to sustainable practices in a laboratory would **not** include:

Table 5 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. minimising waste |  |
| 1. leaving computer screens on continually | X |
| 1. turning off equipment when not in use |  |
| 1. regular cleaning of fume cupboard filters |  |

1. Ethical and professional performance in the laboratory would **not** include:

Table 6 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. working diligently and responsibly in accordance with workplace policy and procedures |  |
| 1. ensuring confidentiality of information, including client identification and test results |  |
| 1. altering the results of an analysis to ensure the test result was compliant | X |
| 1. behaving honestly, respecting others and treating them with courtesy and impartiality |  |

1. Workplace information related to laboratory procedures for a laboratory technician, includes:

Table 7 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Standard Operating Procedures (SOPs) |  |
| 1. job cards, batch cards and production schedules |  |
| 1. methods, recipes, procedures and protocols |  |
| 1. all of the above | X |

1. Xanda wanted to implement sustainable energy work practices in his laboratory. He called a team meeting to discuss what practices should be changed. Which of the following is **not** an example of a sustainable work practice?

Table 8 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Shredding waste paper and putting it in a recycling bin |  |
| 1. Switching off computers when not in use |  |
| 1. Running the fume cupboards for an entire shift, rather than as required | X |
| 1. Using test resources within expiry dates |  |

1. Professional development for a laboratory/field technician includes:

Table 9 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. observing a co-worker performing a new technique |  |
| 1. attendance at a workshop related to the WHS aspects related to the implementation of a new process |  |
| 1. team building exercise |  |
| 1. all of the above | X |

1. Strategies to follow when problem solving, include:

Table 10 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. accessing all relevant documentation |  |
| 1. identifying inputs and outputs and sequencing a process |  |
| 1. obtaining timely help |  |
| 1. all of the above | X |

1. Strategies to be adopted to maintain workflow, include:

Table 11 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. communicating critical events during the laboratory session |  |
| 1. recognising shortages in reagents and problems with equipment |  |
| 1. communicating with all teams and being punctual |  |
| 1. all of the above | X |

1. Which of the following is a reason for trying to minimise waste?

Table 12 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Reducing potential environmental damage |  |
| 1. Being aware of the need for environmentally sustainable work practices |  |
| 1. Reduce the cost to the business of waste disposal |  |
| 1. All of the above | X |

1. Conflict and/or disagreement within a work team could cause problems that require specific strategies for successful resolution. Conflict resolution techniques include:

Table 13 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. listening carefully to understand the issue before speaking out |  |
| 1. not postponing conflict resolution in a team i.e. act as soon as it is noticed |  |
| 1. focussing on the problem not the individual |  |
| 1. all the above | X |

1. Interpersonal skills that are valuable in a work situation include:

Table 14 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. dependability |  |
| 1. empathy |  |
| 1. leadership |  |
| 1. all the above | X |

1. Good planning and organising for routine work would **not** include:

Table 15 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. clarifying the expected tasks to be completed |  |
| 1. doing work as it is received | X |
| 1. breaking down the task into smaller achievable components |  |
| 1. ensuring there are adequate resources available |  |

1. A laboratory technician could recognise their strengths and weaknesses following:

Table 16 Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. management targeting of particular areas for change of improvement |  |
| 1. a skill-gap audit of laboratory staff |  |
| 1. personal reflection |  |
| 1. all of the above | X |

## Part 2: True or false (Question 16 – 30)

Read the question and then write **True** or **False** in the space provided.

Table 17 True or false

| Question | Write *True* or *False* |
| --- | --- |
| 1. A ‘right first time’ philosophy, is one way of contributing to sustainable work practices for individuals and teams. | True |
| 1. If your workload has become unmanageable, the best way to handle this is to pack up and come back tomorrow to start afresh. | False |
| 1. When part of a team, it is important to have sensitivity towards other team members’ background and beliefs. | True |
| 1. Problem solving techniques include considering a number of options carefully before making a final decision. | True |
| 1. If there is a change to the routine task plan, it is important that this is communicated to all personnel that will be affected. | True |
| 1. The completion of a complex task in combination with a series of smaller tasks may involve a team of laboratory technicians working together. | True |
| 1. Good Laboratory Practice is for each member of a team to be able to recognise their personal abilities and limitations and request additional training where necessary. | True |
| 1. Recognising the need for urgent requests and abnormal results to be processed quickly will involve prioritising work activities. | True |
| 1. Monitoring of work and/or expected results is a useful technique to identify problems that may occur in the laboratory. | True |
| 1. For a team to be successful, each member should be open to accepting new and different ideas. | True |
| 1. A good team would be comprised of people with interpersonal skills such as communication, active listening and flexibility. | True |
| 1. The best answer to a problem will be the first solution you come up with. | False |
| 1. When working in a team it is necessary to confirm your personal role and responsibilities to ensure the team can function efficiently. | True |
| 1. When working in a team on a task, it only matters that you complete your particular part of the task on time. | False |
| 1. A laboratory technician would be able to recognise their personal strengths and weaknesses if they conducted a skills audit related to the individual tasks they complete. | True |