# Skills Assessment

**Assessment event 3 of 3**

## Criteria

### Unit code, name and release number

MSL933006 - Contribute to the achievement of quality objectives (1)

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

MSL30118 - Certificate III in Laboratory Skills (1)

## Student details

### Student number

### Student name

## Assessment Declaration

* This assessment is my original work and no part of it has been copied from any other source except where due acknowledgement is made.
* No part of this assessment has been written for me by any other person except where such collaboration has been authorised by the assessor concerned.
* I understand that plagiarism is the presentation of the work, idea or creation of another person as though it is my own. Plagiarism occurs when the origin of the material used is not appropriately cited. No part of this assessment is plagiarised.

### Student signature and Date

Version: 1.0

Date created: 13/08/2019

Date modified: 18/12/2019

For queries, please contact:

Innovative Manufacturing, Robotics and Science SkillsPoint

Hamilton Campus

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RTO Provider Number 90003 | CRICOS Provider Code: 00591E

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 |
| --- | --- |
| **Assessment overview** | The objective of this assessment is to assess your skills as would be required to contribute to achievement of quality objectives including:   * Applying quality control procedures * Contributing to quality improvements * Assist in maintaining customer relationships |
| **Assessment Event number** | 3 of 3 |
| **Instructions for this assessment** | This is a skill based assessment and will be assessing you on your ability to demonstrate skills required in the unit.  This assessment is in 4 parts:   1. Scenario (Customer complaint) 2. Quality Manager Analysis Response 3. Observation Checklist 4. Assessment Feedback   The Specific Task Instructions for parts 1 and 2 provide information regarding the assessment. You should read all this information carefully. |
| **Submission instructions** | You will work as part of a team for the Scenario however the written submissions are to be individually completed.  The Quality Manager Analysis Response paperwork must be completed individually and submitted with the completed assessment.  On completion of this assessment, you are required to upload it or hand it to your assessor for marking. Ensure you have written your name at the bottom of each page of this assessment.  It is important that you keep a copy of all electronic and hardcopy assessments submitted to TAFE and complete the assessment declaration when submitting the assessment. |
| **What do I need to do to achieve a satisfactory result?** | To successfully complete this assessment the student will be available at the arranged time to complete all the assessment criteria as outlined in the assessment instructions.  All parts of the observable task must be performed to a satisfactory level as indicated in the criteria section of the Observation Checklist.  All oral questions must be answered correctly to be deemed satisfactory in this assessment task; however, Assessors may ask questions to clarify understanding. |
| **What do I need to provide?** | Pen and pencils |
| **Due date/time allowed/venue** | 1 hour 45 minutes, consisting of:  Part 1   * 15 minutes reading time of the Scenario and directions from the Assessor * 30 minutes for discussion (Task A) * 30 minutes for individual completion of paperwork from the role play (Task B)   Part 2   * 30 minutes to consider and complete documentation required for the Quality Manager Analysis Response (Task C)   All sections are to be completed in a supervised classroom that simulates a meeting room. |
| **Assessment feedback, review or appeals** | In accordance with the TAFE NSW policy *Manage Assessment Appeals,* all students have the right to appeal an assessment decision in relation to how the assessment was conducted and the outcome of the assessment. Appeals must be lodged within **14 working days** of the formal notification of the result of the assessment.  If you would like to request a review of your results or if you have any concerns about your results, contact your Teacher or Head Teacher. If they are unavailable, contact the Student Administration Officer.  Contact your Head Teacher for the assessment appeals procedures at your college/campus. |

## Specific task instructions

The instructions and the criteria in the tasks and activities below will be used by the assessor to determine whether the tasks and activities have been satisfactorily completed. Use these instructions and criteria to ensure you demonstrate the required skills and knowledge.

If this assessment requires you to record information, your assessor will provide you with an appropriate document/template.

**Part 1 Scenario**

This requires 2 people other than the Assessor. 15 minutes reading time is available prior to the actual commencement of the Scenario. It involves working together to discuss a customer complaint. The Assessor will allocate members to the group (team). You have 15 minutes to read through Task A and B.

**Task A**

The Scenario involves working as a team to consider a customer complaint. There will be two people per team. The Assessor will allocate members to the team. The group members are to discuss and then make decisions (using the information provided) on what should be reported to the Customer and Management/supervisors. The meeting notes should be completed individually as a record of the discussions and submitted with the completed Assessment Event.

**Task B**

The actual reporting is to be done on an individual basis with each participant being assessed submitting their individual responses of the group outcomes, using the 3 templates provided.

1. Investigation Report
2. Email
3. Corrective Action Report

**Part 2 Quality Manager Analysis Response**

**Task C**

You have 30 minutes to consider the information provided in the Brief for this Part and prepare your submission. All the information you require to complete the task is provided in the Brief. Your completed Part 2 must contain:

1. A completed control chart of the results provided
2. An email to the Quality Manager responding to his requests (as outlined in the Part 2 Brief)

## Part 1: Scenario (Customer complaint)

To complete this part of the assessment, you will be required to participate in a demonstration of a shift team meeting with the aid of a group member.

You, along with your group member, will need to consider the scenario brief, discuss and then come up with a response to the customer and possible improvements to be provided to Management.

Your demonstration will be used as part of the overall evidence requirements of the unit.

You should refer to the list of criteria provided in the Observation Checklist to understand what skills you need to demonstrate in this section of the assessment. This Checklist outlines the Performance Criteria, Performance Evidence and Assessment Conditions your assessor will be marking you on.

Once completed you will need to submit this assessment to your assessor for marking.

**Scenario: Student Brief**

A regular customer has called the Quality Assurance section of AllSci. There appears to be a problem with the last batch of results reported by the laboratory to the customer. The customer has indicated that the results for samples tested appear to have been mixed. They are seeking an explanation and confirmation of the actual results.

The customer has completed the Customer Action form required by AllSci following their initial enquiry. Their completed form is available in this assessment. The reported results are also included in the documentation that follows. There is a meeting notes sheet available with the documentation for recording notes during the group discussions.

You may refer specific questions that relate to the complaint to the Assessor for further clarification. These questions will be noted.

**TASK A (30 minutes)**

The group should refer to all the available documentation during the discussions and then:

1. Discuss the actual issue raised by the customer considering the following:
   1. How the results on the day were verified?
   2. What may have happened?
   3. Was the chain of custody documentation checked and completed correctly?
   4. Are the samples still available for checking?
   5. What changes could be made to AllSci systems to prevent a similar occurrence in the future?
   6. How could these changes be implemented?
2. Complete the Meeting Record individually:

**TASK B (30 minutes)**

The templates provided in this task are to be completed individually and submitted to the Assessor following the team discussions.

1. Completion of the  Investigation Report.
2. Response to customer, by email, including copies to the AllSci Laboratory Manager, the 3 Shift Supervisors and the Quality Assurance Manager.
3. Preventative actions to be taken that would lead to improvements in productivity and efficiency as identified in the Corrective Actions Report.

Your submissions (completed templates) back to the Assessor should respond to each of the issues above and include an email that is to be sent to the customer with the results of the investigation.



| Customer Action Form | | | |
| --- | --- | --- | --- |
| DATE | 15 March 20XX | Enquiry Reference Number | ERN1002 |
| Description of the problem | 2 batches of samples were sent in for analysis in the week beginning 7 March. Batch 1 consisted of soil samples and batch 2 coal samples. The requested analysis on both batches was for % moisture content. The soil samples were labelled S703/1-S703/15 and the coal samples were labelled as C703/1-C703/12. The chain of custody form for all samples was also submitted to the receiving AllSci technician.  The results were reported by AllSci on 11 March 20XX and the code numbers for samples were:  S703/1- S703/12 for the soil samples and C703/1 – C703/15 for the coal samples.  These reported results do NOT correlate to the samples submitted.  We urgently request:   * that the matter be investigated * the reported results are clarified * that the verified analysis results are reissued | | |
| Contact: | Ms I Formation  0402060804  [iformation@xxxxconstruction.com.au](mailto:iformation@xxxxconstruction.com.au) | | |
| AllSci Action | Date: 16 March 20XX  Team meeting called for 17 March. This team was responsible for the receipting, testing and reporting of the results.  The team is to identify:   * if a mix-up occurred * why it occurred * what corrective action will be taken * notify results of meeting to AllSci Laboratory Manager, 3 Shift supervisors and Quality Assurance Manager. The Customer is to be advised of the outcome via email.   Signature: (AllSci Lab) | | |



Test Report

TEST RESULTS: Samples received 7/03/20XX

Analysis: % Moisture

Method: Oven Moisture (GravOM1)

|  |  |  |  |
| --- | --- | --- | --- |
| Sample No | % Moisture | Sample No | % Moisture |
| S703/1 | 13.4 | C703/1 | 4.6 |
| S703/2 | 12.9 | C703/2 | 3.7 |
| S703/3 | 14.8 | C703/3 | 2.9 |
| S703/4 | 9.3 | C703/4 | 3.7 |
| S703/5 | 10.8 | C703/5 | 3.8 |
| S703/6 | 14.7 | C703/6 | 4.1 |
| S703/7 | 12.5 | C703/7 | 5.2 |
| S703/8 | 13.2 | C703/8 | 6.2 |
| S703/9 | 9.8 | C703/9 | 4.1 |
| S703/10 | 12.5 | C703/10 | 5.2 |
| S703/11 | 11.5 | C703/11 | 3.8 |
| S703/12 | 14.2 | C703/12 | 2.9 |
|  |  | C703/13 | 5.2 |
|  |  | C703/14 | 3.7 |
|  |  | C703/15 | 4.0 |

Results verified by: M.K. Jumbled

Date: 11 March 20XX

This report is issued without alteration and its contents are confidential.



**Meeting notes**

|  |  |
| --- | --- |
| Date: |  |
| Time: |  |
| Location: |  |
| Attendees: |  |
| Notes:   1. How the results on the day were verified? 2. What may have happened? 3. Was the chain of custody documentation checked and completed correctly? 4. Are the samples still available for checking? 5. What changes need to be made to AllSci systems to prevent a similar occurrence in the future? 6. How will these changes be implemented? | |

1. 

| INVESTIGATION REPORT | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Date |  | Enquiry Reference Number | ERN1002 | | Investigation Report Number | | IRN1002 |
| Customer complaint | | Quality Control | | External audit | | Internal Audit | |
| Staff suggestion | | Management review | | Risk Assessment | | Other \_\_\_\_\_\_\_\_\_\_\_ | |
| Results of investigation   1. Initial verification of results: 2. Possible causes of problem: 3. Sample checking | | | | | | | |
| Action to be taken:   1. Changes to be made 2. Implementation strategy | | | | | | | |
| Investigation to be reviewed by: | | | | | | | |
| Implementation of actions reviewed by:  Quality Systems Manager: Date:  Laboratory Shift Supervisors: Date:  Laboratory Personnel: Date: | | | | | | | |
| Date of final sign-off of completion: | | | | | | | |

1.  Email

|  |  |
| --- | --- |
| Email Message | |
| To |  |
| Cc |  |
| Subject |  |
| Message:  On behalf of AllSci  Testing Avenue  Sciencetown  *We respectfully acknowledge the traditional Custodians of the Country on which we learn and work together, and commit to building relationships, respect and opportunities with Aboriginal Peoples.*  The contents of this email and its attachments are confidential and intended solely for the use of the individual or entity to whom they are addressed | |

3. 

| CORRECTIVE ACTION REPORT | | | | | |
| --- | --- | --- | --- | --- | --- |
| Date |  | Enquiry Reference Number | ERN1002 | Investigation Report Number | IRN1002 |
| Reason for Rectification: (Circle)  Customer complaint Quality Control External audit  Staff suggestion Risk assessment Internal audit  Proficiency testing Management review Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | |
| This report should be read in conjunction with the investigation report number identified above: | | | | | |
| Actions to be taken: | | | | | |
| Implementation will be monitored how and by whom: | | | | | |
| AllSci would expect to see an improvement in: (circle those applicable)  Customer Service Productivity Efficiency  Quality Control Safety Audit outcomes | | | | | |
| Authorised by: Date: | | | | | |

## Part 2: Quality Manager Analysis Response (individual)

To complete this part of the assessment, you will be required to participate in a demonstration of a response to a request from the Quality Manager.

You will need to consider the brief and provide the requested information to the upstream customer, Ms Brenda Audit (the Quality Manager) ([QAManager@AllSci.com](mailto:QAManager@AllSci.com)).

Your demonstration will be used as part of the overall evidence requirements of the unit.

You should refer to the list of criteria provided in the Observation Checklist to understand what skills you need to demonstrate in this section of the assessment. This Checklist outlines the Performance Criteria, Performance Evidence and Assessment Conditions your assessor will be marking you on.

Once completed you will need to submit this assessment to your assessor for marking.

**Scenario: Student Brief**

There has been a breakdown in communication between the laboratory and the production line, identified by the Quality Team. This has resulted in product (tomato paste) needing to be quarantined as it is out of specification. The Quality Manager has requested a review of the results and also suggestions for an improved process.

Results are currently provided by the laboratory when requested by the Production Supervisor. At present there is no process in place for Laboratory staff to notify directly, if there is a non-conformance or out of specification result. There has also been a new Production Supervisor that has not been trained in the process for accessing the results. Results are also available at the end of a shift in the computer system.

The Quality Manager has suggested that the results provided be placed on a control chart that clearly identifies the actual and the out of specification results. The production result aimed for is 4.1 with a range between 3.50 and 4.70 pH units.

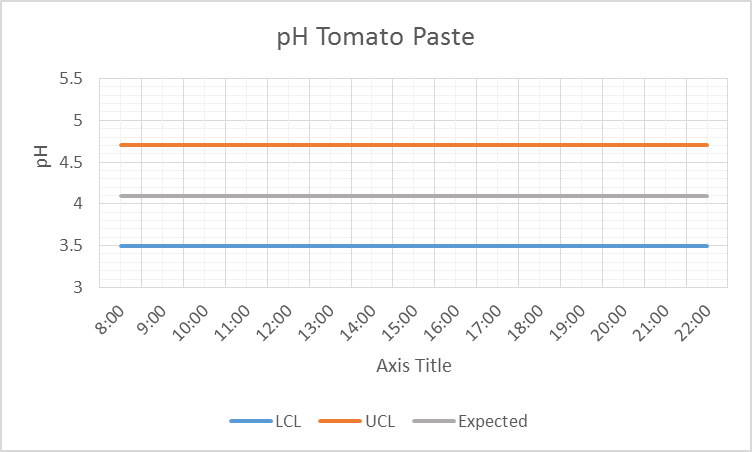
The results of concern are identified below including the quality check (pH4.0 ± 0.1) after every 5 tests.

| time | pH | QC result | time | pH | QC result |
| --- | --- | --- | --- | --- | --- |
| 8:00 | 4.2 |  | 16:00 | 4 |  |
| 9:00 | 4 |  | 17:00 | 3.9 | 4.1 |
| 10:00 | 4.1 |  | 18:00 | 4.1 |  |
| 11:00 | 3.9 |  | 19:00 | 4.4 |  |
| 12:00 | 3.2 | 4 | 20:00 | 4.8 |  |
| 13:00 | 3.2 |  | 21:00 | 5 |  |
| 14:00 | 4.2 |  | 22:00 | 5.1 | 4.1 |
| 15:00 | 4.2 |  |  |  |  |

**Task C**

You are to consider the information in the Part 2 brief and then:

1. Plot the pH for the period 8:00 to 22:00 on the Control chart provided, labelled pH Tomato Paste.
2. Interpret your graph and complete an email to the Quality Manager ([QAManager@AllSci.com](mailto:QAManager@AllSci.com)) responding to the following requests for information:
   1. confirm if the QC results for measurement of pH shows conformance with expected value
   2. identify when the process appears to be out of specification
   3. suggest a process that could be put in place to ensure that out of specification results are notified to production as soon as the result is obtained.



|  |  |
| --- | --- |
| Email Message | |
| To |  |
| Cc |  |
| Subject |  |
| Message:  On behalf of AllSci Laboratories  Testing Avenue  Sciencetown  *We respectfully acknowledge the traditional Custodians of the Country on which we learn and work together, and commit to building relationships, respect and opportunities with Aboriginal Peoples.*  The contents of this email and its attachments are confidential and intended solely for the use of the individual or entity to whom they are addressed | |

## Part 3: Observation Checklist

The Observation Checklist will be used by your assessor to mark your performance in the activities. The Checklist lists the assessment criteria used to determine whether you have successfully completed this assessment event. All the criteria must be met. Your demonstration will be used as part of the overall evidence requirements of the unit. The assessor may ask questions while the demonstration is taking place or if appropriate directly after the task/activity has been completed.

Table 2 Observation Checklist

| Part # | Task/Activity Performed | S | U/S | Assessor Comments (Describe the student’s ability in demonstrating the required skills and knowledge) |
| --- | --- | --- | --- | --- |
|  |  |  |  | *Date of Observation:*  *Assessors are to record their observations in sufficient detail to demonstrate their judgement of the student’s performance against the criteria required.*  *Questions may be asked to support observation and the question and response is to be recorded in the spaces below* |
| 1 | **Task A**   1. Student actively participates in discussion by asking questions, confirming answers and using professional language. |  |  |  |
| 1. Student completes the meeting notes form, answering all the questions from the group discussion |  |  |  |
| **Task B**   1. Student completes AllSci investigation report after meeting |  |  |  |
| 1. Student responds to customer by email (including to Lab Manager, Shift Supervisors and Quality Assurance Manager) |  |  |  |
| 1. Student completes Corrective Action Report |  |  |  |
| 2 | **Task C**   1. Student completes Control chart |  |  |  |
| * + 1. Student prepares email that:  1. Confirms QC results |  |  |  |
| 1. Notes out of specification product times |  |  |  |
| 1. Suggests an improvement to notification process |  |  |  |
| Additional questions (if required):  Question:  Response:  Question:  Response | | | | |

## Part 4: Assessment Feedback

*NOTE: This section* ***must*** *have the assessor signature and student signature to complete the feedback.*

### Assessment outcome

Satisfactory

Unsatisfactory

### Assessor Feedback

Was the assessment event successfully completed?

If no, was the resubmission/re-assessment successfully completed?

Was reasonable adjustment in place for this assessment event?  
*If yes, ensure it is detailed on the assessment document.*

Comments:

### Assessor name, signature and date:

### Student acknowledgement of assessment outcome

Would you like to make any comments about this assessment?

### Student name, signature and date

***NOTE: Make sure you have written your name at the bottom of each page of your submission before attaching the cover sheet and submitting to your assessor for marking.***