# Skills Assessment

**Assessment event 3 of 3**

# Trainer & Assessor Marking Guide

## 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)

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For queries, please contact:

Innovative Manufacturing, Robotics and Science SkillsPoint

Hamilton Campus

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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 skill based assessment and will be assessing the student on their ability to demonstrate skills required in the unit.  This assessment is in 3 parts:   1. Scenario (Customer complaint) 2. Quality Manager Analysis Response 3. Observation Checklist   The Specific Task Instructions for parts 1 and 2 provide instructions regarding the assessment.  Model answers, sample responses or criteria for each task or activity is 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.  Complete the Observation Checklist for each task and activity and the Assessment Feedback for the student. Ensure you have taken a copy of the assessment prior to it being returned to the student.  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.  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 task or activity must contain the criteria indicated in this marking guide in order for their response to be correct.  All tasks and activities must be completed correctly in order to satisfactorily complete this assessment event.  Assessors will need to make a judgement call as to whether each response meets the criteria based upon the:   * Rules of Evidence:   + Validity – does the answer address the skill required and does the evidence reflect the four dimensions of competency?   + Sufficiency – is the task or activity 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** | Pen and pencils |
| **Assessor must provide** | The Assessment paperwork  Simulated meeting room for the team meeting and also for student completion of required paperwork.  Responses to general questions as part of the Scenario Task A, if requested. |
| **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 group discussion. (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. |

## Specific task instructions

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

If this assessment requires the student to record information, you will provide the appropriate document/template.

**Part 1 Scenario**

This is a group Scenario task. You will allocate students to the group. There will be 2 members of the group (team). Each person in the group (being assessed) must contribute to the discussions involved as highlighted in the Observation Checklist. In order to make a group, members may be sourced from:

* Students also undertaking the unit “Contribute to the achievement of quality objectives’
* Trainers who are not involved in assessing the unit MSL933006
* Assessors who are not involved in assessing the unit MSL933006
* Other TAFE NSW personnel such as Education Support Officers (ESO)
* Community Volunteers

15 minutes reading time is available prior to the actual commencement of the Scenario Task.

**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.

**Assessor notes:**

The team may seek clarification of items within the Task. It is expected that some questions would be identified to be asked. The responses to the questions identified below should be provided to the team if asked:

1. Question: How were the results verified?

Response: All Quality Control results for sample analysis were compliant.

1. Question: Was the chain of custody form in order? as it is not available in the documentation.

Response: All indications are that the chain of custody form was correctly completed and passed to the appropriate person.

1. Question: Are the samples still available for checking?

Response: Yes, they have been quarantined.

1. Other questions may be responded to by the Assessor using their professional judgement. These questions and the responses provided should be noted in the Observation Checklist.

**Task B**

The actual reporting is to be done on an individual basis with each participant being accessed 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, the student is required to participate in a demonstration of a shift team meeting with the aid of a group member.

The student 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.

The 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 the student will need to demonstrate in this section of the assessment.

Once completed the student will need to submit the assessment to you 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:

**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. The 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.

The documents below are considered responses. The Assessor should take into consideration how the team discussed the issues and the results they came to from the discussion. The Assessor must use their Professional judgement when considering the responses to determine if they are satisfactory.



Meeting notes

|  |  |
| --- | --- |
| Date: | 99/99/20XX |
| Time: | 13:00 |
| Location: | Meeting Room |
| Attendees: | At least 3 people should have been present |
| Notes: *Brief ‘scribble’ notes are acceptable here as this is during the discussion*.   1. How the results on the day were verified?   *Team may have asked the Assessor a question as no other indication is provided in the documentation. The quality control samples were in specification so it was assumed the tet results were in order*   1. What may have happened?   *No check was made to verify the sample containers against the logged test requests*  *Sample numbers were mixed.*  *A new laboratory assistant and may not have had training*.   1. Was the chain of custody documentation checked and completed correctly?   *Yes*   1. Are the samples still available for checking?   *Yes*   1. What changes need to be made to AllSci systems to prevent a similar occurrence in the future?   *Ensure labels match*  *For routine samples check the physical appearance*  *Supervisor to check results before report/values are permitted to be provided to a customer*   1. How will these changes be implemented?   *Procedures updated*  *Additional training* | |

1. 

| INVESTIGATION REPORT | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Date | 99/99/20XX | 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 Each student to complete. The responses below are only indicative and may differ to those of the students. As long as responses are sensible they should be satisfactory   1. Initial verification of results: Results were given the OK on the day as being correct.   All QC data was within specification indicating there were no non-conformances resulting from the procedure   1. Possible causes of problem:   Paperwork mix up somewhere along the process from receipt to reporting.  Testing laboratory assistant results indicate all values within a batch were as expected although the Lab Assistant was new to this area and did not pick up on results being different to expectations.   1. Sample checking   The difference in the physical appearance of the samples and the relationship to the sample codes was not identified throughout the process. | | | | | | | |
| Action to be taken:   1. Changes to be made   Where samples are from routine work the laboratory documentation should highlight historical values (if this had happened the variation in the material may have resulted in the problem being addressed earlier)  Close attention to be made to chain of custody documentation on sample receipt as well as when information added to reporting system.  Supervisor to check results prior to report being sent to customer   1. Implementation strategy   AllSci procedures to be updated to note these changes.  All staff to receive training in the updates.  Customers to be notified of change to receipting procedures | | | | | | | |
| Investigation to be reviewed by: A. View within 5 days of the completion of this report | | | | | | | |
| 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 | [iformation@xxxxconstruction.com.au](mailto:iformation@xxxxconstruction.com.au) |
| Cc | [Lmanager@ALLSCI.com](mailto:Lmanager@GENPATH.com); [QAManager@AllSci.com](mailto:QAManager@AllSci.com); Shift@AllSci.com |
| Subject | Investigation IRN1002 |
| Message:  AllSci Laboratories wish to acknowledge your enquiry ERN1002 re results on 2 batches of samples, one being soil samples and the other Coal samples.  We have conducted a complete investigation of your complaint and it does appear the sets of samples were mixed and this was not identified during any of our quality checks.  We do apologize that this occurred and was not identified. The samples (in their original sample containers) have been reanalysed. We have now put into place additional controls that should prevent this from occurring in the future.  We thank you for bringing this to our attention promptly.  The results are as follows, please note that a new test certificate will be generated and sent to you with the reported results for % moisture.  S703/1 4.6 S703/2 3.7 S703/3 2.9 C703/1 13.4 C703/2 12.9 C703/3 14.8  S703/4 3.7 S703/5 3.8 S703/6 4.1 C703/4 9.3 C703/5 10.8 C703/6 14.7  S703/7 5.2 S703/8 6.2 S703/9 4.1 C703/7 12.5 C703/8 13.2 C703/9 9.8  S7603/10 5.2 S703/11 3.8 S703/12 2.9 C703/10 12.5 C703/11 11.5 C703/12 14.2  S703/13 5.2 S703/14 3.7 S703/15 4.0  Please contact should you require any further information  On behalf of AllSci  Testing Avenue  Sciencetown   1. Analyst   *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 | |

1. 

| 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:  For existing customers with historical results the expected values to be noted on laboratory staff result sheets, to allow for quick identification of possible non-conformance  Close attention to chain of custody paperwork to be included in AllSci procedures  Supervisor to check results prior to reporting | | | | | |
| Implementation will be monitored how and by whom:  All staff will be rostered by Training Department to undertake training in the changes to procedures.  Shift supervisors to report each week to Quality re any non-conformance in samples vs reported value | | | | | |
| ALLSCI would expect to see an improvement in: (circle those applicable)  Customer Service Productivity Efficiency  Quality Control Safety Audit outcomes | | | | | |
| Authorised by: X. Quality Date: | | | | | |

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

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

The student 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)).

This 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 the student is required to demonstrate in this section of the assessment. This Checklist outlines the Performance Criteria, Performance Evidence and Assessment Conditions you will use for marking.

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.

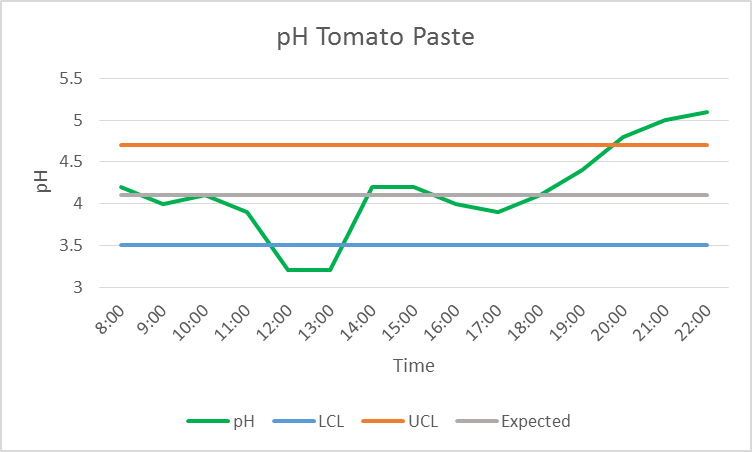
The results of concern are identified below including the quality check (pH4.0 ± 0.1) after every 5 tests.

| 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 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 | [QAManager@AllSci.com](mailto:QAManager@AllSci.com) |
| Cc |  |
| Subject | Tomato paste result analysis |
| Message: (Note: the student should indicate the chart was completed, the times the process was out of specification and identified at least one improvement in the notification process)  Hi Brenda  The team have considered your request regarding the Tomato Paste Analysis.  The QC results for the times shown were all in specification indicating the sample results should be considered accurate.  The run chart has been completed and it clearly shows the results were out of specification at the following times, 1200, 1300, 2100, 2200 2300 with the last three results indicating the process was heading out of control.  Possible improvements to ensure results reach the production line   1. Live data entry that shows as a control chart in the production area 2. An alarm can be triggered for an out of specification result 3. Laboratory calls the production line directly   A.Analyst  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 you to mark the students’ performance in the activities. Use this Checklist to understand what skills the student is required to demonstrate in this section of the assessment. This Checklist outlines the Performance Criteria, Performance Evidence and Assessment Conditions you will be marking the student on. All the criteria must be met. The student’s demonstration will be used as part of the overall evidence requirements of the unit. You 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* |
|  |  |  |  | *Assessor should note that benchmark responses are provided in all templates and documents for student completion. Assessor is to use their professional judgement to consider the particular responses provided by the student.* |
| 1 | **Task A**   1. Student actively participates in discussion by asking questions, confirming answers and using professional language. |  |  | *Student is observed participating in the discussion by:*  *Asking questions*  *Confirming answers*  *Using professional language* |
| 1. Student completes the meting notes form answering all the questions from the group discussion |  |  | *Student completes the Meeting notes form by answering all questions raised in the group discussion. Benchmark responses are provided in sample AllSci Meeting Notes* |
| **Task B**   1. Student completes AllSci investigation report after meeting |  |  | *See benchmark response provided*  *All workplace documentation to be completed by student for submission against their own unit.*  *Investigation Report* |
| 1. Student responds to customer by email (including to Lab Manager, shift supervisors and Quality Assurance Manager) |  |  | *See benchmark response provided*  *Email message to customer should be prepared by each student being assessed.* |
| 1. Student completes Corrective Action Report and readies to be sent as requested. |  |  | *See benchmark response provided*  *Corrective action report completed by student being assessed* |
| 2 | **Task C**   1. Student completes Control chart |  |  | *Student completes Control Chart as per provided benchmark response* |
| 1. Student prepares email that: 2. Confirms QC results |  |  | *Student prepares an email that confirms QC results, as per provided benchmark response* |
| 1. Notes out of specification product times |  |  | *Student email contains information on out of specification product times, as per provided benchmark response* |
| 1. Suggests an improvement to notification process |  |  | *Student suggests an improvement in the email, as per provided benchmark response* |
| Additional questions (if required):  Question:  Response:  Question:  Response | | | | |