# Project assessment – receive samples

**Assessment event 2 of 3**

## Criteria

### Unit code, name and release number

MSL953003 - Receive and prepare samples for testing (1)

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

MSL40118 - Certificate IV in Laboratory Techniques (1)

MSL30118 - Certificate III in Laboratory Skills (1)

\*\*Amend the qualification box before distributing to the student. The information here should only contain the qualification the student is enrolled in\*\*

## 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: 18/07/2019

Date modified: 12/02/2020

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 |
| --- | --- |
| **Assessment overview** | The objective of this assessment is to assess your knowledge and performance as would be required to receive and prepare samples for testing. |
| **Assessment Event number** | 2 of 3 |
| **Instructions for this assessment** | This is a project based assessment and will be assessing you on your knowledge and performance of the unit.  This assessment is in 5 parts:   1. Communicate non-conformance to customers 2. Enter samples Laboratory Information Management System 3. Receive samples 4. Assessment Checklist 5. Assessment Feedback |
| **Submission instructions** | 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 achieve a satisfactory result for this assessment all questions must be answered correctly. |
| **What do I need to provide?** | Pens, appropriate clothing and personal protective equipment (PPE) for laboratory work including: enclosed shoes, long sleeves and pants and long hair tied back. |
| **What the assessor will provide?** | This assessment task and the equipment and resources to complete the task. |
| **Due date and time allowed** | 2 hours |
| **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 if you have satisfactorily completed this assessment event. Use these instructions as a guide to ensure you demonstrate the required knowledge.

Specific task instructions are listed under each Part.

## Part 1: Communicate non-conformance to customers

To complete this part of the assessment, you will be required to follow the instructions below.

Using the information below and the criteria listed on the assessment checklist you are required to identify a non-conformance and draft an email to a customer.

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

**Your task**

This task involves checking a set of ten samples that have been delivered for testing.

You will read the chain of custody and the ten sample labels, and compare them to determine any non-conformances before booking them into the Laboratory Information Management System (LIMS).

Then you will discuss the non-conformances with your assessor and recommend corrective actions you might take. When your assessor agrees with you, your final task is to write an email to your customer in the email table below.

***To complete this task, you will be provided:***

* A set of ten samples
* A chain of custody for the samples
* A copy of *F102: Chain of custody checklist*

***Step 1: Work Health and Safety (WHS)***

1. WHS: Ensure you are wearing appropriate personal protective equipment (PPE) for this task

***Step 2: Research***

1. Read all supplied documents thoroughly
2. Collect your samples and their chain of custody from the sample receipt area

***Step 3: Sample receipt***

1. Use *F102: Chain of custody checklist* to check the **chain of custody** and confirm it is completed correctly:
   1. Write yes or no in the third column as you check the chain of custody against *F102: Chain of custody checklist*
   2. Highlight any errors on the chain of custody; and then list these in the ‘errors’ column of *F102: Chain of custody checklist*
2. Use *F102: Chain of custody checklist* to check the **samples** and confirm if they are suitable for testing:
   1. Write yes or no in the third column as you check the samples against *F102: Chain of custody checklist*
   2. Note any errors on the sample labels and list these in the ‘errors’ column of *F102: Chain of custody checklist*
3. If there are any urgent testing requirements, take note of these in *F102: Chain of custody checklist* to ensure these samples are prioritised for testing
4. Note any non-conformances
5. Discuss these with your assessor and determine the appropriate corrective actions to take, in preparation for step 4
6. Complete *F102: Chain of custody checklist* by listing the corrective actions required
7. Sign off on the chain of custody

***Step 4: Draft an email to the customer***

1. Read the following workplace procedures
2. Use the workplace procedures to help you draft an email informing the customer of the non-conformances and the corrective actions that you have identified
3. Write the email to your customer in the space on the page below

**WORKPLACE PROCEDURES – CUSTOMER CONTACT**

**Phone calls**

1. When answering the phone, say the following phrase:
2. ‘Welcome to AllSci, my name is [YOUR NAME], how may we be of assistance today?’
3. If you are unable to assist the customer with their request, put them through to the correct department or person

**Emails**

1. When emailing a customer, always begin with ‘Dear [CUSTOMER NAME HERE]’
2. End with ‘Kind regards, [YOUR NAME]’

**General**

Do not:

Abbreviate words

Use slang or informal language

Swear

Accuse the customer of doing something wrong

**Non-conformance notification**

1. If possible, telephone the customer and let them know what the issues are with the chain of custody or samples.
2. Regardless of whether the customer is contactable by phone, follow up the call with an email outlining the issues and corrective actions AllSci will undertake.
3. Include photographs of the chain of custody and/or samples, with errors highlighted.

Acronyms on the chain of custody that you may need to know when writing an email to the customer:

**EC:** electrical conductivity, or just conductivity

**TSS:** total suspended solids

**TDS:** total dissolved solids

**Table 2: email to customer**

Table 2 email to customer

|  |  |
| --- | --- |
| Email to customer (include their email address and a subject) | |
| **Email to:** |  |
| **Subject:** |  |
| **Message:** | |
|  | |

**Physical evidence required:**

1. **Chain of custody**
   1. Correctly completed chain of custody
   2. Errors highlighted on the chain of custody
2. ***F102: Chain of custody checklist*:**
   1. Yes / No column completed
   2. All errors listed
   3. All corrective actions listed
   4. Form named, signed and dated
3. **Email to customer:**
   1. Email addressing non-conformances drafted in space above

## Part 2: Enter samples into Laboratory Information Management System (LIMS)

To complete this part of the assessment, you will be required to enter the ten samples from Part 1 into the LIMS spreadsheet.

Using the information below and the criteria listed on the assessment checklist you are required to complete the task below.

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

**Your task**

For Part 2, you are required to enter the ten samples from Part 1 into the LIMS.

After completing the data entry, you will preserve two samples from the batch and record their location as well as the temperature of the refrigerator.

***To complete this task, you will be provided:***

* The set of ten samples used in Part 1
* The chain of custody used in Part 1
* The completed *F102: Chain of custody checklist* from Part 1
* 1 thermometer
* Access to the fridge
* *F103: Refrigerator temperature log*
* Access to the Excel file *F100: Laboratory information management system*
* Access to the laboratory computer/s
* Access to the printer

***Step 1: Log samples***

1. Open the Excel file *F100: Laboratory information management system* and follow the instructions on the following sheet: *1. Log samples*. This is the only sheet you are required to use for this assessment task.

*Remember to make adjustments to the due date for any urgent samples to ensure they are processed within an acceptable timeframe.*

1. Print out the sheet: *1. Log samples* and write your name, sign and date it.

***Step 2: Preserve samples***

1. Choose two samples to preserve before testing. In this instance, preservation simply means refrigeration. Before placing your samples in the refrigerator, you must confirm the environmental conditions are suitable for storage of your samples.
   1. Check the temperature of the room by reading the thermometer. Record this on *F103: Refrigerator temperature log.*
   2. Check the temperature of the refrigerator by placing a thermometer on the middle shelf with the door closed for 5 minutes. Record this on *F103: Refrigerator temperature log.*
   3. Place your samples into the refrigerator.
   4. Note where your samples are being held by placing an X in the appropriate box in the table below.

**Table 3: Sample location**

Table 3 sample location

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Shelf (from top to bottom) | 1 | 2 | 3 | 4 |
| Rear |  |  |  |  |
| Middle |  |  |  |  |
| Front |  |  |  |  |

***Step 3: Housekeeping***

1. Clean up your work area, including any splashes and spills
2. Empty water bottles and rinse out with tap water
3. Place water bottles into container supplied
4. Put all rubbish into correct bins
5. Safely dispose of hazardous materials
6. Provide your teacher with your completed documentation.

**Physical evidence required:**

1. ***F100: Laboratory information management system*:**
   1. Sheet 1 completed correctly
   2. Sheet 1 printed out, name, signature and date completed
2. ***F103: Refrigerator temperature log***:
   1. Completed temperature log
3. **Samples:**
   1. 2 samples preserved in the refrigerator
   2. Table 3: Sample location completed
4. **Paperwork:**
   1. When you hand in your paperwork and this document, confirm with your teacher that they have received all of the required documentation

## Part 3: Assessment Checklist

The following checklist will be used by your assessor to mark your performance against the assessment criteria of your submitted/presented project. Use this checklist to understand what skills and/or knowledge you need to demonstrate in your submission/presentation. All the criteria described in the Assessment Checklist must be met. The assessor may ask questions while the submission/presentation is taking place or if appropriate directly after the task/activity has been submitted/completed.

Table 4 assessment checklist

| ITEM # | Marking criteria | S | U/S | Assessor Comments |
| --- | --- | --- | --- | --- |
| **1** | **PPE** |  |  |  |
| **2** | **Chain of custody**  Receive chain of custody with samples and check for non-conformances/errors.  Complete both chain of custody and chain of custody checklist. |  |  |  |
| **3** | **Email to customer**  Ensure that information provided to the customer is accurate and authorised for release.  Customers are dealt with politely, following workplace procedures. |  |  |  |
| **4** | **LIMS**  Using chain of custody and completed *F102: Chain of custody checklist* to enter data into LIMS. |  |  |  |
| **5** | **Preservation**  Monitor and control condition by completing the temperature log accurately. |  |  |  |
| **6** | **Housekeeping**  Generation of waste is minimised and wastes, including hazardous materials are safely disposed or recycled as required.  Spills are cleaned up immediately. |  |  |  |
| **7** | **Paperwork**  Check with assessor that all files have been received and confirm where preserved samples have been placed. |  |  |  |

## Part 5: 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.***