Occupational Standards for Caribbean Vocational Qualifications (CVQ)

CCHSML2011   CVQ Level 2 - HEALTH CARE SERVICES (MEDICAL LABORATORY ASSISTANT)

Unit Number	Unit Title	Requirement
HS00300	Communicate in the workplace	Mandatory
HS00301	Work in a culturally diverse environment	Mandatory
CSACOR0021A	Plan and organise work	Mandatory
HS00326	Apply workplace health, safety and security procedures	Mandatory
HS00340	Use basic laboratory tools and equipment	Mandatory
HS00341	Maintain work stations and equipment in a medical laboratory	Mandatory
HS00342	Use computer technology for laboratory applications	Mandatory
HS00343	Maintain stock levels in a medical laboratory	Mandatory
HS00344	Prepare medical specimen for testing activities	Mandatory
HS00345	Prepare laboratory solutions, stains and media	Mandatory

To obtain a Caribbean Vocational Qualification (CVQ) all Mandatory Units must be achieved.
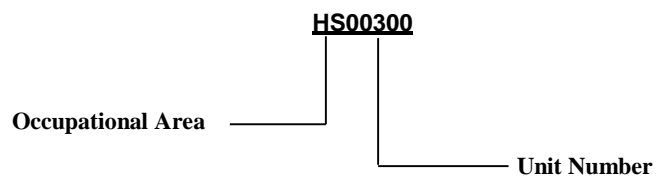
Legend to Occupational Standard code
Example: CCHSML2011

CCHSML2011

CARICOM Code ———

Sector

Occupational Area

Occupational Number

Qualification Level
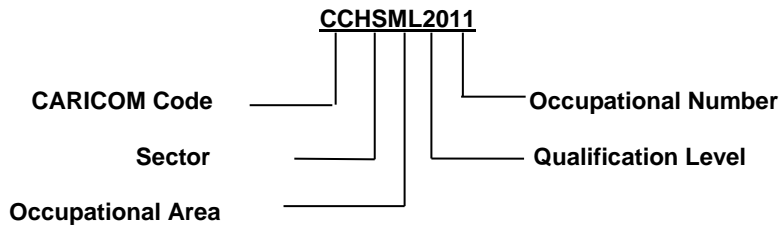
Key: <u>CC</u> – CARICOM; <u>HS</u> – Health Services; <u>ML</u> – Medical Laboratory Assistant; <u>2</u> - Level 2; <u>011</u> - **Numerical sequence**

<u>Legend to Unit Code</u>
Example: HS00300

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<u>HS00300</u>

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Occupational Area ———————

Unit Number

Key: <u>**HS**</u> **– Health Sector;** <u>**00300**</u> **– unit #**

Country of origin: Trinidad and Tobago

Qualification Overview

Occupational Standards can also be used to:

- Prepare job descriptions and specifications
- Determine recruitment criteria
- Appraise staff performance objectively
- Identify skill and training gaps and needs
- Conduct labour market analyses
- Develop curriculum
- Assess the effectiveness of training programmes
- Determine compensation and rewards

The benefits of acquiring the CVQ to Candidates

- Provide a basis for articulation and accreditation
- Provides a broad-based preparation for employment
- Is an alternative route to further / higher education
- Complements and has parallel standing with academic qualifications
- Provides enhanced employability and higher earning potential
- Facilitates an apprenticeship with actual work experience
- Equips candidates with the knowledge, skills and attitudes for the workplace
- Past work experience and skills can count towards achieving the CVQ
- Allows for continuity whereby if a candidate cannot complete the CVQ at a centre or school, they can continue at another approved centre
- CVQ's are recognized qualifications and facilitates free movement of labour throughout CARICOM

The benefits of the CVQ to Employers

- Provides a larger cadre of skilled employees/candidates to choose from
- Reduces cost of recruiting and selecting the ideal job candidate
- Reduces cost for training workers
- Ensures higher levels of productivity

The benefits of the CVQ to the Caribbean region:

- Produces a higher skilled workforce that is ready to adapt to ever-changing global demands
- Provides greater access for persons to achieve higher qualifications
- Contributes to the region's human resource capacity development

HS00300   Communicate in the Workplace

Unit Descriptor:

> This unit deals with the skills and knowledge required to communicate effectively with customers and colleagues in the health sector. It includes good interpersonal and customer service skills required to deal with persons from culturally diverse backgrounds.

ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
1 Maintain professionalism	1.1 Observe appropriate dress code, presentation and demeanor according to workplace policy
	1.2 Follow personal hygiene procedures according to workplace policy
	1.3 Maintain professional integrity at all times according to workplace policy
	1.4 Apply workplace policies and procedures to prepare for and carry out work
2 Communicate with customers and colleagues	2.1 Conduct communications with customers and colleagues in a respectful, professional and friendly manner, taking into account cultural and social differences
	2.2 Use appropriate communication mode in accordance with workplace guidelines
	2.3 Interpret and use basic industry terms as required in the workplace, and clarify with supervisor if necessary
	2.4 Communicate through use of gestures or simple words where language barriers and seek assistance from supervisor, if necessary
	2.5 Convey messages considering effect of personal body language according to workplace guidelines
	2.6 Use active listening and questioning techniques to ensure effective two-way communication according to workplace guidelines
	2.7 Operate telephone system and use appropriate telephone etiquette when dealing with callers in accordance with workplace procedures
3 Deal with conflict	3.1 Identify and manage challenging or difficult behavior according to workplace procedures and with the assistance of the supervisor

		3.2	Identify potential and existing conflicts and seek solutions and assistance from colleagues or supervisor, where required
		3.3	Make efforts to resolve misunderstandings, taking into account cultural and social differences
		3.4	Refer issues and problems to the supervisor or appropriate personnel for follow up in accordance with workplace procedures
4	Work in a team	4.1	Identify work team goals with other team members according to workplace policy
		4.2	Identify, prioritise and complete individual tasks within designated time frames and supervisor's instructions
		4.3	Offer assistance to colleagues to ensure designated work goals are met according to workplace guidelines
		4.4	Seek assistance from supervisor or appropriate personnel to handle challenges of working in a team
5	Interpret and complete workplace documentation	5.1	Read and interpret workplace documentation and clarify with supervisor if necessary
		5.2	Complete forms and documentation in a clear, and concise manner in accordance with workplace procedures

RANGE STATEMENT

All range statements must be assessed:

1. Customers include but not limited to:

- internal
- external

2. Communication modes may include but are not limited to:

- verbal and non-verbal language
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- use of positive, confident and cooperative language
- use of language and concepts appropriate to individual social and cultural differences
- control of tone of voice

4. Communication equipment include but not limited to:

- telephone
- computer

5. Manage appropriately includes but not limited to:
- managing emotions
- defusing anger
- clarifying the issues
- maintaining composure and professional attitude
- providing support
- seeking assistance

6. Workplace guidelines includes but not limited to:

- body language
- use of telephones (including mobile)
- email

3. Cultural and social differences includes but not limited to:

- language spoken
- non-verbal behaviour
- work ethics
- personal grooming
- customs
- religious practices
- special needs
- income
- race
- language
- disabilities
- family structure
- gender
- age
- levels of formality/informality

- guidelines and procedures
- mission statements
- codes of practice

7. Workplace documentation includes but not limited to:

- notices
- letters
- notes
- labels
- recipes
- menus
- records
- orders
- reports
- e-mail communication

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. why is it important to maintain professionalism in the workplace
2. what are the basic principles of effective communication
3. what are established communication channels
4. what are the barriers to good communication and how to overcome these barriers
5. what are the cultural differences that exist in the workplace
6. how to deal with clients and customers of various cultural backgrounds
7. what is the importance of teamwork
8. what documents are used in the workplace for communication

EVIDENCE GUIDE

(1) Critical Aspects of Evidence
Evidence should include a demonstrated ability to:

a. maintain professionalism
b. communicate effectively with customers and colleagues
c. work in a team
d. deal with conflict
e. interpret and complete workplace documents

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation, oral questioning, examination of portfolio, and simulation. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working as part of a team. The assessment environment should not disadvantage the candidate.

HS00301   Work in a Culturally Diverse Environment

Unit Descriptor:

> This unit deals with the skills and knowledge required by persons working in the health sector and involves the use of interpersonal, communication and customer service skills. It includes the cultural awareness required for working with customers and colleagues from culturally diverse backgrounds.

ELEMENTS	PERFORMANCE CRITERIA

Candidates must be able to:

1. Maintain personal presentation	1.1 Observe appropriate dress code, presentation and demeanor according to workplace policy
	1.2 Follow personal hygiene procedures according to workplace policy and Infection Prevention and Control guidelines
2. Work with customers and colleagues from diverse backgrounds	2.1 Conduct communications with customers and colleagues in an open, professional and friendly manner, taking into account cultural differences
	2.2 Use appropriate language and tone according to workplace guidelines
	2.3 Communicate through use of gestures or simple words in the other person's language where language barriers exist
	2.4 Convey messages considering effect of personal body language according to workplace guidelines
	2.5 Use active listening and questioning techniques to ensure effective two-way communication according to workplace guidelines
	2.6 Identify potential and existing conflicts and seek solutions and assistance from colleagues or supervisor, where required
3. Handle cross cultural misunderstandings	3.1 Identify and handle challenging or difficult behaviour and manage appropriately according to workplace procedures and with the assistance of the supervisor
	3.2 Make efforts to resolve misunderstandings, taking into account cultural considerations
	3.3 Refer issues and problems to the supervisor or appropriate personnel for follow up

		3.4	Maintain professional integrity at all times according to workplace policy

4.	Work in a team	4.1	Identify work team goals with other team members according to workplace policy
		4.2	Identify, prioritise and complete individual tasks within designated time frames
		4.3	Seek assistance from supervisor or appropriate personnel when required
		4.4	Offer assistance to colleagues to ensure designated work goals are met according to workplace guidelines
		4.5	Acknowledge feedback and information from supervisor or appropriate personnel

RANGE STATEMENTS

All range statements must be assessed:

1. Customers include:

- members of the local community
- members of the public
- non-nationals
- visitors from other health facilities
- legal authorities
- supervisors
- line staff
- various other health care staff

2. Manage appropriately includes:

- managing emotions
- defusing anger
- clarifying the issues
- attending to client needs
- maintaining composure and professional attitude
- providing support
- seeking assistance

3. Cultural and social differences include:

- language spoken
- non-verbal behaviour
- work ethics
- personal grooming
- customs
- religious practices
- special needs
- income
- race
- language
- disabilities
- family structure
- gender
- age
- levels of formality/informality

4. Workplace guidelines include:

- guidelines and procedures
- mission statements
- codes of practice

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1.   what are the organisations policies, procedures and guidelines
2.   what are the principles that underpin cultural awareness
3.   what are various communication styles
4.   who are internal and external customers
5.   what is the importance of teamwork principles
6.   what are effective communication strategies
7.   what are the various modes of communication appropriate to therapeutic practice
8.   where to seek assistance if necessary
9.   how to communicate effectively including:
     - active listening
     - clarify and ascertain correct meanings from communication
     - clear, concise and correct written and verbal communication
     - communicate on a one-to-one and group basis
     - correct presentation of correspondence
     - establish rapport
     - passing on verbal and written messages
     - use correct grammar, spelling and punctuation
10. how to respond appropriately to a range of clients in a range of situations and of various cultural backgrounds
11. how to use listening skills and questioning techniques
12. how to use various styles of communication (technical or non-technical/ verbal or non-verbal)
13. how to handle difficult situations
14. how to respond appropriately to special needs

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence
Evidence should include a demonstrated ability to:

a. communicate effectively with customers and colleagues of various cultural groups
b. work in a team
c. respond effectively to a range of different customer service situations

(2)   Method of Assessment
Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, portfolio, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3)   Context of Assessment
This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

CSACOR0021A: Plan and organise work

Competency Descriptor:

> This unit deals with the skills and knowledge required to effectively plan and organise work assignments, and applies to all individuals working in the allied health sector

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Identify work requirements	1.1	Instructions for work schedule and performance and quality assurance requirements are received understood and clarified where necessary.
2.	Plan process to complete work	2.1	Tasks are identified, prioritised and sequenced to achieve effective completion of work.
3.	Select tools and equipment	3.1	Personal protective equipment is correctly identified and selected to suit job requirements.
		3.2	Appropriate tools and equipment are identified and selected for required service.
4.	Demonstrate safe and efficient sequence of work	4.1	Service is provided safely in a logical and efficient sequence.
		4.2	Tools, supplies and equipment are safely stored when not in immediate use.
5.	Report outcomes	5.1	Verbal report is given to appropriate person on completion of service and relevant client details entered on database.
6.	Clean up	6.1	Unused materials are safely stored at appropriate area.
		6.2	Empty containers and waste material are removed from service area.
		6.3	Service area is left clean, safe and secure on completion.
		6.4	Tools and equipment are cleaned, maintained and stored.

RANGE STATEMENT

Work organisation sequence may range from receiving instructions, to carrying out task, to cleaning up task.

Work plan may be either written or verbal and may include the following:
> preparation of work area
> selections of tools and equipment
> handling of materials, tools and equipment
> housekeeping requirements

Work schedule may be carried out in a singular application or in a team situation.

Work schedule and performance may have to adhere to quality assurance policy and procedures.

EVIDENCE GUIDE

Competency is to be demonstrated by safe and effective preparation using any of the range of work sequences listed within the range of variables statement relative to the work environment.

(1)   Critical Aspects and Evidence

It is essential that competence is observed in the following aspects:

> indicate compliance with Occupational Health and Safety regulations applicable to care facility
> indicate compliance with organisational policies and procedures including quality assurance requirements
> carry out correct procedures prior to and during the provision of service to clients/patients
> communicate to enable efficient individual/organisational planning of work

(2)   Pre-requisite Relationship of Units

Nil

(3)   Underpinning Knowledge and Skills

Knowledge	Skills
A knowledge of:	The ability to:

policies and procedures in regard to planning and organising allocated duties	follow instructions, perform tasks according to care facility procedures, plan and prioritise tasks
care facility and equipment safety requirements	use equipment correctly
equipment	prepare and maintain work area
materials appropriate to the task	select and use products according to manufacturer's instructions
products handling	apply quality assurance
quality assurance	

 (4)   Resource Implications

The following resources should be made available:

    access to an equip care facility with patients/clients

(5)   Method of Assessment

Evidence may be collected in a variety of ways including:

    direct observation
    oral questioning
    written test
    supporting statement from supervisor or previous employer
    case study

Competency in this unit may be demonstrated concurrently.

(6)   Context of Assessment

This unit must be assessed through practical demonstration on -the-job or in a simulated workplace environment dealing with a variety of services and a range of communication processes with clients result until competency is achieved.

The underpinning knowledge may be assessed off -the-job with the use of written or verbal items inclusive of short answer or case studies.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
Carries out established processes Makes judgement of quality using given criteria	Manages process Selects the criteria for the evaluation process	Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collecting, analysing and organising ideas and information	Level 1	
Communicating ideas and information	Level 1	
Planning and organising activities	Level 1	
Working with others and in teams	Level 1	
Use mathematical ideas & techniques	Level 1	
Solve problems	Level 1	
Using technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employ ability Skills.

HS00326   Apply Workplace Health, Safety and Security Procedures

Unit Descriptor:

> This unit deals with the skills and knowledge required to apply workplace health, safety and security policies and procedures in a health care environment. It includes the ability to incorporate safe work practices into all workplace activities, deal with emergency situations and contribute to the prevention of infection in the workplace.

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Maintain health, safety and security	1.1	Carry out work in accordance with workplace policies and procedures
		1.2	Follow safe work practices and ensure personal safety and the safety of others in accordance with workplace procedures
		1.3	Identify and promptly report to supervisor hazards and issues or breaches of health, safety and security in the workplace
		1.4	Report any suspicious behavior or unusual occurrences promptly to the supervisor or designated personnel in accordance with workplace procedures
		1.5	Follow all workplace procedures for reporting symptoms and injuries to self and/or others
2	Apply procedures for emergency situations	2.1	Identify emergency situations and potential emergency situations and take required action promptly within the scope of individual responsibility and in accordance with workplace emergency procedures
		2.2	Locate and/or use safety equipment in accordance with workplace guidelines
		2.3	Assess the need for, and perform basic first aid procedures within scope of authority and in accordance with workplace procedures and recognised first aid techniques
		2.4	Seek assistance promptly from colleagues or other authorities, where appropriate
		2.5	Report to supervisor and record details of emergency situations in accordance with workplace health and safety policy

3	Prevent infection in the workplace	3.1	Keep work environment clean and tidy in accordance with Infection Prevention and Control guidelines
		3.2	Maintain personal hygiene practices in accordance with Infection Prevention and Control guidelines
		3.3	Dispose of items which may be contaminated in accordance with Infection Prevention and Control guidelines

RANGE STATEMENT

All range statements must be assessed:

1. Health, safety and security procedures include:
   - emergency, fire and accident
   - incident and accident reporting
   - consultation
   - hazard identification
   - risk assessment
   - risk control
   - security, including:
     - documents
     - equipment
     - people
     - key control systems

2. Hazards include:
   - workplace workloads
   - manual handling
   - ventilation
   - toxic or hazardous substances
   - Repetitive Strain Injury
   - biohazard waste
   - intoxicated persons or drug users
   - personal threat by clients, visitors and other staff
   - aggressive behaviour of clients
   - gases

5. Emergency situations include:
   - bomb threats
   - irate clients
   - accidents
   - robberies or armed hold-ups
   - fires
   - natural disasters
   - power failure

6. Safe work practices include:
   - use of personal protective equipment
   - safe posture and movements, including sitting, standing and bending
   - using safe manual handling techniques for such things as lifting and transferring
   - taking designated breaks
   - rotating tasks
   - using tools and equipment properly and handling hot surfaces
   - safe handling of chemicals
   - using ergonomic furniture and workstations
   - clearing any hazards from immediate work area
   - paying attention to safety signage

3. Basic first aid includes:
- minor cuts / scrapes / skin abrasions
- minor burns
- choking
- fume inhalation
- chemical irritation
- allergic reactions

4. Items which may be contaminated include:
- biohazard waste
- clothing

7. Safety equipment includes:
- fire extinguishers
- fire alarms
- first aid kit
- emergency lighting/warning systems
- Personal Protective Equipment
- fire hose
- smoke detectors

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are the workplace health, safety and security policies and procedures
2. why is it important to follow these procedures and what are the implications of not following them
3. what are the legal requirements for health, safety and security procedures
4. what are the Personal Protective Equipment (P.P.E.) required for relevant tasks to your work area
5. what are the workplace safety signs, procedures, emergency evacuation plans, and hazard identification procedures
6. what are the major workplace hazards and associated health, safety and security risks associated with the hazards
7. what are individual employee responsibilities in relation to ensuring safety of self, other workers and other persons in the workplace
8. what are the principles of basic first aid as it applies to your own scope of authority and in accordance with recognized first aid techniques
9. where to locate safety equipment such as fire extinguishers, emergency exits and alarms and how to operate them
10. what are the workplace procedures that apply to fire, accidents and emergency situations
11. what are the reporting mechanisms required for workplace injury and compensation claims
12. what is the importance of maintaining a clean and organized work area and how it can contribute to health, safety, security and infection prevention and control
13. how to check that all tools and equipment are fully operational and materials are within their expiry date and take appropriate action if they are not fit for use
14. how to perform lifting, lowering and transfer techniques of safe manual handling
15. how to implement practices that prevent or minimise risk
16. how to dispose of any waste or hazardous materials in accordance with Infection Prevention and Control guidelines
17. how to correctly use equipment according to manufacturers' specifications
18. how to promptly report any incidents or risks to health, safety and security to relevant personnel and complete the required health and safety records clearly and accurately in a timely manner
19. how to recognize and report workplace hazards including drug and alcohol use and mental health issues

20. how to handle situations with difficult clients in accordance with workplace guidelines

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

a.   apply workplace health, safety and security procedures and incorporate safe work practices into all workplace activities
b.   identify and treat with hazards and emergency situations
c.   apply strategies to prevent infection in the workplace

(2)   Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3)   Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

HS00340   Use Basic Laboratory Tools and Equipment

Unit Descriptor:

> This unit deals with the skills and knowledge required to operate a range of basic laboratory tools and equipment under the guidance of the medical laboratory technician.

ELEMENTS		PERFORMANCE CRITERIA	
	Candidates must be able to:		
1	Prepare basic laboratory tools and equipment for use	1.1	Wear appropriate Personal Protective Equipment in accordance with workplace health and safety guidelines
		1.2	Check that tools and equipment are functional in accordance with manufacturers guidelines
		1.3	Report any tools and equipment that are non-functional to supervisor in accordance with workplace procedures
2	Use basic laboratory tools, equipment and techniques	2.1	Operate tools and equipment to carry out particular tasks in accordance with manufacturer's instructions
		2.2	Read and record measurements, if required, in accordance with standard operating procedures
		2.3	Report any damages to tools or equipment to supervisor in accordance with workplace procedures
		2.4	Dispose of biohazard waste in accordance with workplace waste disposal procedures
3	Sanitize and maintain equipment	3.1	Sanitize tools and equipment in accordance with standard operating procedures
		3.2	Store tools and equipment in appropriate area in accordance with standard operating procedures

RANGE STATEMENT

All range statements must be assessed:

1. Tools and equipment include:

- analytical scale
- autoclaves
- laminar flow cabinets
- fume cupboard
- centrifuge
- incubator
- water baths
- refrigerator
- freezer
- volumetric glassware
- pipettes
- ovens
- filtration apparatus
- thermometers
- transfer and inoculation tools
- pH meters
- thermostat
- agitator
- sterilizers
- syringes
- petri-dishes
- flasks
- measuring cylinders
- bottles
- test tubes
- needles
- adaptors

2. Personal Protective Equipment includes:

- gloves
- laboratory coat
- flat, closed-toe shoe
- goggles / face shield

3. Measurements include:

- weights
- volume
- time
- temperature

4. Biohazard waste includes:

- contaminated fomites
- liquid waste
- disposable tools

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what is the purpose, principles and use of a range of basic medical laboratory tools and equipment
2. what are the features and operating techniques of basic medical laboratory equipment
3. what are the equipment components, purpose and operation
4. what are the emergency procedures for a range of operational problems
5. what is the significance and method of monitoring equipment operation
6. what are the Occupational safety and health (OSH) hazards and controls
7. what are the procedures and responsibility for reporting problems
8. what are the environmental issues and controls
9. what are the cleaning and sanitising requirements of tools, equipment and work area
10. what are the aseptic techniques where relevant
11. how to fit and use appropriate personal protective clothing and/or equipment

12. how to select tools and equipment appropriate for the task
13. how to confirm equipment status and condition. This may include:
    - recognising and rejecting contaminated or faulty glassware and equipment
    - safety checks
    - replacing consumables
    - functionality
14. how to follow operating procedures to deliver accurate amounts. This can involve:
    - weighing
    - centrifuging
    - separating
    - pipetting
    - measuring
15. how to take corrective action and/or report out-of-specification results, anomalies or non-compliance
16. how to handle biohazard waste according to workplace procedures
17. how to shut down equipment in response to an emergency situation
18. how to shut down equipment in response to routine shutdown requirements
19. how to clean and sanitize tools and equipment according to workplace procedures
20. how to carry out daily maintenance of tools and equipment according to manufacturer's instructions

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

a.   safely use basic medical laboratory tools and equipment according to workplace procedures
b.   prepare and store tools and equipment according to workplace guidelines and manufacturer's instructions
c.   sanitize and maintain tools and equipment according to workplace guidelines and manufacturer's instructions

(2)   Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3)   Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

HS0341	Maintain Work Station and Equipment in a Medical Laboratory

Unit Descriptor:

> This unit deals with the skills and knowledge required to effectively clean and maintain the work area which includes work stations and equipment in a medical laboratory, in accordance with workplace health and safety guidelines.

ELEMENTS		PERFORMANCE CRITERIA	
	Candidates must be able to:		
1	Clean and sanitize work area	1.1	Follow cleaning schedules and seek clarification from supervisor on tasks, if necessary, according to workplace procedures
		1.2	Wear relevant Personal Protective Equipment for cleaning work area and equipment in the medical laboratory in accordance with workplace procedures
		1.3	Use cleaning chemicals and equipment to clean and sanitise medical laboratory work stations and equipment in accordance with workplace procedures
		1.4	Decontaminate and clean any spillage on floors that may occur in accordance with Infection Prevention and Control guidelines
		1.5	Follow first aid procedures in the event of a chemical accident according to Material Safety Data Sheets
2	Handle waste	2.1	Place biohazard waste into colour-coded bags for disposal in accordance with workplace procedures, relevant codes and regulations
		2.2	Transport biohazard waste to designated disposal area in accordance with workplace procedures
		2.3	Replace relevant colour-coded bags in bins in accordance with workplace procedures
3	Maintain a safe work environment	3.1	Record daily temperatures of laboratory rooms and equipment and submit to supervisor in accordance with workplace procedures
		3.2	Maintain organisation of laboratory equipment and stocks in accordance with workplace procedures
		3.3	Report potential hazards and/or maintenance issues in own work area to designated personnel
		3.4	Minimise the generation of waste and environmental impacts in accordance with workplace guidelines

RANGE STATEMENT

All range statements must be assessed:

1. Work area includes:

- Hematology laboratory
- blood bank
- biochemistry laboratory
- immunology laboratory
- microbiology laboratory
- histology laboratory
- cytology laboratory
- molecular biology laboratory
- sample collection area
- tissue transplant area

2. Recording temperatures include:

- rooms
- refrigerators
- freezers
- incubators

3. Colour-coded bag includes:

- red
- yellow

4. Work station and equipment includes:

- incubators
- fume hoods
- counter tops
- bench tops
- sinks
- refrigerator
- interior and exterior of cupboards
- glassware
- water bath
- centrifuge
- hotplate
- autoclave

5. Biohazard waste includes:

- contaminated fomites
- liquid waste
- disposable tools

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are the workplace procedures for the cleaning and sanitizing of work areas including work stations, tools and equipment
2. what are the storage requirements for specific materials and equipment
3. what are the workplace procedures for minimisation and disposal of waste
4. what is the relevant information required from the Material Safety Data Sheets (MSDS) for handling chemicals to carry out particular task
5. what are the relevant health, safety and environmental requirements of the workplace
6. how to safely sanitize work area and equipment using appropriate cleaning agents, cleaning equipment and techniques
7. how to safely decontaminate, clean and remove spillages
8. how to safely dispose of waste
9. how to minimise the exposure to hazards of self, others and the laboratory
10. how to safely store tools, equipment and materials using workplace procedures, relevant codes and guidelines
11. how to report potential hazards and maintenance issues according to workplace procedures

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

a. apply workplace policies and procedures when cleaning and maintaining the work area
b. work safely and minimise exposure of hazards to self, others and the laboratory
c. ensure the work area is maintained in accordance with workplace standards

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

HS00342   Use Computer Technology for Laboratory Applications

Unit Descriptor:

> This unit deals with the skills and knowledge required for information and data storage, retrieval, analysis and reporting for medical laboratories.

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Access equipment	1.1	Identify appropriate equipment required for information management in accordance with workplace procedures
		1.2	Access software from a personal computer or network terminal in accordance with workplace procedures and policies
2	Use application software	2.1	Enter laboratory information into the computing system according to supervisor's instructions and specified workplace procedure
		2.2	Conduct searches for information output in accordance with workplace procedures
		2.3	Use application features for calculations in accordance with workplace procedures
		2.4	Construct data sets and databases for numerical and graphical analysis in accordance with workplace procedures
		2.5	Obtain data from diverse applications and integrate in accordance with workplace procedures
3	Compile data and document reports	3.1	Compile data using software package applications in accordance with workplace procedures
		3.2	Select correct options for constructing statistical data in accordance with workplace procedures
		3.3	Document results of data analysis using appropriate document format and design in accordance with workplace guidelines
		3.4	Print reports using software package functions in accordance with manufacturer's instructions
4	Complete software applications	4.1	Back up data and/or archive in accordance with workplace procedures
		4.2	Submit hard copies to supervisor and file according to workplace procedures

RANGE STATEMENT

All range statements must be assessed:

1. Laboratory information includes:

- patient/client demographics
- scope of tests requested
- sample non-compliance

2. Software packages include:

- Laboratory Information Management Systems (LIMS) which includes:
    - word processing
    - spreadsheets
    - databases
    - graphical and statistical analysis

3. Functions include:

- formatting
- integrating
- charts and tables

4. Laboratory software applies to:

- sample login, tracking and scheduling
- tracking labels
- worksheets
- status and backlog reports
- barcoding
- patient/client reports

5. Information and reference sources include:

- statistics
- automatic data transfer, including barcode systems
- internet, intranet and email

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. how the software package can be applied to the laboratory information management system
2. what are the functions and commands associated with the software package
3. what is the relationship between procedures for data input and file storage
4. how to file and record maintenance
5. what are the basic statistical concepts, where relevant
6. how to select the appropriate software package for the data processing operation
7. how to use routine commands and instructions of the software package to complete the required operation
8. how to use the software package to compile statistical data
9. how to present accurate data in the required format. This may include charts and tables.
10. how to back up electronic files
11. how to follow procedures to troubleshoot basic software problems
12. how to maintain the confidentiality of data according to workplace procedures
13. how to generate data in a timely manner in the required format

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence
Evidence should include a demonstrated ability to:

a.   use computer equipment and hardware
b.   use medical laboratory software applications
c.   back up data according to workplace procedures

(2)   Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic.   Evidence can be gathered through a variety of ways including direct observation, portfolio, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3)   Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations.   The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

HS00343   Maintain Stock Levels in a Medical Laboratory

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Unit Descriptor:

This unit deals with the skills and knowledge required to assist with maintaining adequate stock levels for a medical laboratory, in accordance with workplace procedures and practices.

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Order stock	1.1	Count stocks and check if they are within the maximum/minimum levels required for the laboratory in accordance with workplace procedures
		1.2	Check the packaging information on individual stock items, and confirm that critical details are within acceptable limits in accordance with workplace procedures
		1.3	Record and report stock levels to supervisor in accordance with workplace procedures
		1.4	Prepare stock requisition form for specified re-order levels of stock, and obtain supervisor's approval in accordance with workplace procedures
		1.5	Submit approved stock requisition form to stores in accordance with workplace procedures
2	Receive stock	2.1	Receive and check new stocks from stores against requisition form in accordance with workplace procedures
		2.2	Record any discrepancies in stock and report to supervisor in accordance with workplace procedures
3	Store stock	3.1	Safely transport stock to the storage area in accordance with workplace procedures
		3.2	Store stock in appropriate storage area and conditions in accordance with workplace procedures
		3.3	Record updated stock levels in accordance with workplace procedures
4	Rotate and maintain stock	4.1	Rotate stock in accordance with workplace safety requirements
		4.2	Check and record stock quality and condition in accordance with workplace procedures
		4.3	Maintain a clean and organized storage area in accordance with workplace health and safety guidelines

RANGE STATEMENT

All range statements must be assessed:

1. Stocks include:

- biological specimens and materials
- scientific or technical consumables
- chemicals
- stationery

2. Transport stock includes:

- manual handling
- moving aids (e.g. trolley)
- with assistance from others

3. Discrepancies include:

- incorrect stock / brand / size
- incorrect quantity
- damages
- quality
- expiry dates
- breakage / spillage

4. Inventory includes:

- laboratory stores
- hardware stores
- stationery stores
- general stores
- medical stores

5. Critical details include:

- safety data sheets
- quantities
- expiry dates
- delivery dates
- weights
- hazard labels
- condition received

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are the health and safety requirements of your work area
2. what are the safe lifting and handling procedures required when transporting stock
3. what is the importance of correct identification of stock, and any unique workplace coding system
4. why it is important to maintain accurate records of stock including resources, equipment and consumables
5. what are the types and range of stocks of resources, equipment and consumables used in the workplace, and how they have to be checked
6. how to check the packaging information on stock (such as batch numbers and expiry dates)
7. how and why it is important to identify materials or chemicals that should not be stored together
8. what are the range of storage environments used to store medical laboratory resources, equipment and consumables for workplace use
9. how to label new stock items correctly, and how to record the information
10. where and how stock items should be stored in accordance with workplace guidelines
11. how to monitor and control stock levels for medical laboratory use
12. how to dispose of expired stock items, in accordance with workplace procedures

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

a. follow health and safety requirements in maintaining levels of stock for medical laboratory purposes
b. identify stock and take count of stock levels
c. efficiently and safely receive and store stock

(2)   Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3)   Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

HS00344   Prepare Medical Specimen for Testing Activities

Unit Descriptor:

> This unit deals with the skills and knowledge to prepare medical specimen for testing and storage, in accordance with workplace procedures.

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Receive specimen	1.1	Wear Personal Protection Equipment (P.P.E) to handle medical specimen in accordance with workplace health and safety practices
		1.2	Receive and handle specimen at sample collection area in accordance with universal precautions
2	Record specimen	2.1	Sort and verify identity of specimen with accompanying requisition form in accordance with workplace procedures
		2.2	Check integrity of specimen in accordance with workplace acceptance and rejection criteria
		2.3	Record all accepted specimen in accordance with workplace acceptance and rejection criteria
		2.4	Record rejected specimen and verify with supervisor and dispatch report in accordance with rejection criteria
3	Transport and store specimen	3.1	Transport specimen to respective department using appropriate transportation vehicle/equipment in accordance with workplace guidelines
		3.2	Carry out sub-logging of specimen for further testing in accordance with workplace procedures
		3.3	Centrifuge specimen and aliquot for testing using appropriate equipment in accordance with workplace standard operating procedures
		3.4	Label aliquoted specimen in accordance with workplace standard operating procedures
		3.5	Store specimen not for immediate testing in accordance with department standard operating procedure
		3.6	Dispose of waste material in accordance with workplace guidelines

RANGE STATEMENT

All range statements must be assessed:

1. Personal Protective Equipment includes:

- gloves
- laboratory coat
- flat, closed-toe shoe
- goggles / face shield

2. Rejection criteria includes:

- damage / spillage
- unlabelled specimen
- hemolysed specimen
- icteric specimen
- lipemic specimen
- insufficient volume
- insufficient data on request form
- facilities unavailable

3. Transport vehicle/equipment includes:

- trays / racks
- trollies
- coolers

4. Store specimen includes:

- freezer
- refrigerator
- incubator
- at room temperature in designated storage area

5. Departments include:

- hematology
- blood bank
- biochemistry
- immunology
- microbiology
- histology
- cytology
- tissue transplant
- molecular
- sample collection area

6. Record and verify rejected specimen includes:

- rejection report
- rejection log book
- signature of supervisor

7. Equipment includes:

- centrifuge
- glassware
- pasteur pipettes
- test tubes

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are the health and safety requirements of the area in which you are preparing medical specimen for testing activities
2. what are the implications of not taking account of legislation, regulations, standards and guidelines when preparing medical specimen for testing activities
3. why is it important to wear Personal Protective Equipment for preparing medical specimen for testing activities
4. what is the importance of correct identification, and any unique workplace coding system
5. what are the lines of communication and responsibilities in your department, and their links with the rest of the organisation
6. what are the limits of your own authority and to whom you should report if you have problems that you cannot resolve
7. why are the right sample storage conditions important
8. how to check the identity of specimen
9. how to check integrity of specimen using the acceptance and rejection criteria of the workplace

10. what are the skills required to sort specimen to ensure efficient turnaround time
11. what are the types of containers used for the transport of specimen
12. what are the types of equipment used to sort specimen
13. why it is important to carry out pre-use check and identify the status of equipment before it is used to sort specimen
14. how to load and unload equipment used in specimen preparation
15. what is the procedure to be followed when specimen do not match up with the accompanying documentation
16. what is the procedure to be followed when a broken or spilled specimen is identified in the workplace
17. what are the methods used for numbering and labelling specimen in the workplace
18. what are the procedures for storing specimen when archiving is required
19. what are the factors which might adversely affect the integrity of the specimen during storage or transport

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

a.   follow workplace safety precautions when preparing medical specimen for testing activities
b.   sort, record and transport specimen in accordance with workplace procedures
c.   handle specimen safely in accordance with workplace health and safety procedures
d.   centrifuge and aliquot specimen in accordance with workplace standard operating procedures

(2)   Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3)   Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

HS00345   Prepare Laboratory Solutions, Stains and Media

Unit Descriptor:

> This unit deals with the skills and knowledge required to prepare agar media and a variety of solutions and stains for use in the medical laboratory.

ELEMENTS		PERFORMANCE CRITERIA	
	Candidates must be able to:		
1	Prepare materials, tools and equipment	1.1	Identify and select materials to prepare solutions, stains and agar media in accordance with workplace and manufacturer's instructions
		1.2	Prepare materials to meet departmental and task requirements
		1.3	Confirm services are available and ready for use in accordance with task requirements
		1.4	Select, prepare and confirm status for use of tools and equipment
		1.5	Report any faulty or damaged tools and equipment in accordance with workplace guidelines
2	Prepare solutions, stains and agar media	2.1	Monitor equipment to confirm operating condition when preparing solutions, stains and agar media
		2.2	Prepare solutions, stains and agar media and record in accordance with manufacturer and departmental specification
		2.3	Re-do unacceptable solutions, stains and agar media in accordance with supervisor's instructions
		2.4	Monitor and dispose of generated waste from process using various disposal methods in accordance with workplace procedures
		2.5	Clean and sanitize work area, tools and equipment in accordance with workplace procedures
3	Store prepared solutions, stains and agar media	3.1	Label prepared solutions, stains and agar media in accordance with workplace procedures
		3.2	Store prepared solutions, stains and agar media in appropriate environmental conditions in accordance with workplace procedures
		3.3	Record workplace information on prepared solutions, stains and agar media in accordance with workplace procedures

RANGE STATEMENT

All range statements must be assessed:

1. Materials include:

   - reagents
   - purified water
   - alcohol
   - acid
   - acetone
   - formaldehyde
   - xylene
   - petri dishes
   - agar powder

2. Tools and equipment include:

   - scale
   - electronic balance
   - laboratory glassware
   - autoclave
   - fume cupboard
   - hotplate
   - pH meter
   - water baths
   - weigh boats
   - refrigerator
   - thermometer/thermostat
   - timers

3. Solutions and stains include:

   - those required for standard analytical and microbiological procedures and other tests determined by the scope and classification of the laboratory

4. Services include:

   - electricity
   - water
   - gas

5. Label prepared solutions, stains and agar media includes:

   - name
   - date prepared
   - use by / expiry date
   - codes
   - hazardous sign

6. Record workplace information includes:

   - quantity of stains, solutions and agar media used
   - date prepared
   - solutions, stains and agar media prepared
   - prepared by
   - stock shortages / low stock

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what is the purpose of basic laboratory solutions, stains and materials
2. what is the effect of inappropriate storage on solutions, stains and agar media
3. what are the emergency and troubleshooting procedures for operational problems
4. what is the effect of process stages on results and outcomes
5. what are the process specifications, procedures and operating parameters of equipment
6. what are the Occupational Safety and Health (OSH) hazards and controls
7. what are the procedures and responsibility for reporting problems
8. what are the cleaning and sanitizing requirements of tools and equipment and the work area
9. what are the recording requirements and procedures
10. what are the aseptic techniques where relevant
11. why it is important to follow manufacturer's and departmental instructions in preparing materials
12. how to select, fit and use appropriate personal protective clothing and/or equipment
13. how to confirm equipment status and condition. This may include:

    - recognising and rejecting contaminated or faulty glassware and equipment
    - safety checks
    - replacing consumables
    - instrument setting and calibration

14. how to operate basic laboratory equipment according to workplace procedures
15. how to deliver accurate weights and measurements of materials
16. how to handle and combine materials
17. how to prevent cross-contamination
18. how to ensure solution and stain specifications. This may include:

    - concentration
    - contents
    - homogenous mix

19. how to report anomalies in the preparation of solutions, stains and agar media
20. how to store materials and prepared solutions, stains and agar media according to workplace procedures
21. how to shut down equipment in response to routine and emergency requirements
22. how to clean and sanitize equipment according to enterprise procedures

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

a. work safely in accordance with workplace procedures
b. prepare solutions, stains and agar media according to manufacturers and departmental requirements
c. conduct housekeeping and dispose of waste according to workplace standards
d. record information on the preparation of solutions, stains and agar media

(2)   Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required.

The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3)   Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

GLOSSARY OF TERMS

Occupational Standards

Occupational Standards of competence are industry-determined specifications of performance, which describe the knowledge, skills and attitudes required by a worker in the performance of a particular role in the workplace. They specify what a person should know and do in order to carry out the functions of a particular job in the work environment. They are the building blocks for all activities in a competency-based training and certification system. An Occupational Standard is made up of a qualification plan, a unit title, elements, performance criteria, range statements, underpinning knowledge and skills and evidence guide.

Qualification Plan – The Qualification Plan identifies the Mandatory units which are those units that are necessary to deem a candidate competent in the occupational area and provide flexibility in different wok environments. It also contains the Title and Level of the qualification to be awarded.

Unit Title - The unit title is a succinct statement of the outcome of the unit of competency. It reflects the major activities or functions of an individual's work as well as the discreet units of work.

Unit Descriptor **-** The unit descriptor communicates the content of the unit of competency and the skill area it addresses.

Elements - These are the basic building blocks of the unit of competency. They describe the tasks in which competence should be demonstrated in order to carry out the specific function.

Performance Criteria - These are the descriptions of the outcomes of performance required for successful achievement of an element. They specify the required performance in relevant tasks, roles, skills and applied knowledge that enables competent performance.

Range Statement **-** This describes the essential operating conditions that should be present in training and assessment, depending on the work situation, needs of the candidate, accessibility of the item and local industry contexts. It lists the parameters in which candidates much demonstrate their competence.

Underpinning Knowledge and Skills **–** The knowledge identifies what a person needs to know to perform the work in an informed and effective manner. The skills describe the application of knowledge to situations where understanding is converted into a workplace outcome.

Evidence Guide - The Evidence Guide is critical in assessment as it provides information to Training Providers and Assessors about how the described competency should be demonstrated. It provides a range of evidence for the Assessor to make a determination of competence and defines the assessment context. The Evidence Guide describes:

- Conditions under which competency must be assessed including variables such as the assessment environment or necessary equipment
- Suitable methodologies for conducting assessment including the potential for workplace simulation

- Resource implications, for example access to particular equipment, infrastructure or situations
- How consistency in performance must be assessed over time, various contexts and with a range of evidence

Level 1 – Directly supervised worker

Recognizes competence in a range of varied work activities performed in a variety of contexts. Most work activities are simple and routine. Collaboration with others through work groups or teams may often be a requirement. Substantial supervision is required especially during the early months evolving into more autonomy with time.

Level 2 – Supervised skilled worker

Recognizes competence in a broad range of diverse work activities performed in a variety of contexts. Some of these may be complex and non-routine and involve some responsibility and autonomy. Collaboration with others through work groups or teams and guidance of others may be required.

Level 3 – Independent/autonomous skilled worker

Recognizes competence in a broad range of complex, technical or professional work activities performed in a wide variety of contexts, with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and the allocation of resources are often a requirement. The individual is capable of self-directed application, exhibits problem solving, planning, designing and supervisory capabilities.

Level 4 – Supervisory specialist worker

Recognizes competence involving the application of a range of fundamental principles and complex techniques across a wide and unpredictable variety of contexts. Requires very substantial personal autonomy and often significant responsibility for the work of others, the allocation of resources, as well as personal accountability for analysis, diagnosis, design, planning, execution and evaluation.

Level 5 – Managerial professional worker

Recognizes the ability to exercise personal professional responsibility for the design, development or improvement of a product, process, system or service. Recognizes technical and management competencies at the highest level and includes those who have occupied positions of the highest responsibility and made outstanding contribution to the promotion and practice of their occupation.