

PAAVQ-SET

**LABORATORY AND ASSOCIATED
TECHNICAL ACTIVITIES**

LEVEL 1

NVQ/SVQ

**ASSESSMENT GUIDANCE
AND
EVIDENCE REQUIREMENTS**

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UNIT 1:01 COMPLYING WITH STATUTORY REGULATIONS AND ORGANISATIONAL SAFETY REQUIREMENTS

UNIT SUMMARY

This unit identifies the skills and knowledge you need to deal with statutory regulations and organisational safety requirements in accordance with approved procedures.

You will be required to comply with all relevant regulations that apply to your area of work as well as your general responsibilities as defined in the Health and Safety at Work Act. You will also need to be able to identify the relevant qualified First Aiders or appointed person and know the location of the first aid facilities. You will have an understanding of the procedures to be followed in the case of accidents involving injury and in situations where there are dangerous occurrences or hazardous malfunctions of equipment, processes or machinery. You will also need to be fully familiar with the organisation's procedures for fire alerts and the evacuation of premises.

You will be required to identify the hazards and risks that are associated with your job. Typically these will focus on your working environment, the tools and equipment that you use, materials and substances that you use, working practices that do not follow laid down procedures and manual lifting and carrying techniques.

Your responsibilities will require you to comply with organisational policy and procedures for the statutory regulations and organisational safety activities undertaken and to report any problems with the safety activities to the relevant people. You will be expected to work to instructions, taking personal responsibility for your own actions and the way in which you carry out the required manufacturing activities.

Your underpinning knowledge will be sufficient to provide a good understanding of your work, and provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. You will understand the safety requirements of your specific work and their application, and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

UNIT OVERVIEW

This unit on Statutory Regulations and safety requirements involves:

- Complying with statutory regulations and organisational safety procedures
- Following emergency and first aid procedures
- Recognising and reporting hazards in the work area
- Demonstrating safe methods of lifting
- Working in ways which maintain the safety of yourself and others

ASSESSMENT REQUIREMENTS

All performance statements must be met and assessed as required by the Assessment Strategy. Evidence provided for this unit should cover a period of at least three months.

The following performance statements must be observed (and/or examination of naturally occurring workplace products is mandatory) - A, B and F

The following performance statements may be simulated within a realistic working environment - C, D and E.

The minimum number of items specified in the scope statement (e.g., four from a choice of six) must be covered, and appropriate evidence provided for each. It is possible that some of the scope items may be covered more than once. With this in mind, it is likely that at least three different examples of the candidate's practice, in carrying out the unit activity, will be needed.

PERFORMANCE STATEMENTS

You must:

- a. Comply with your duties and obligations as defined in the Health and Safety at Work Act
- b. Present yourself in the workplace suitably prepared for the work activities to be undertaken
- c. Follow organisational accident and emergency procedures at all times
- d. Recognise hazards and risks in the workplace and report to the appropriate person
- e. Use correct manual lifting and carrying techniques
- f. Apply safe working practices and procedures at all times

SCOPE

You must show that you can:

1. Demonstrate your understanding of your relevant duties and obligations to health and safety by carrying out all of the following:
 - applying in principle your duties and responsibilities as an individual under the Health and Safety at Work Act and relevant current legislation
 - identifying within your organisation, appropriate sources of information and guidance on health and safety issues, to include:
 - Eye protection and personal protective equipment
 - COSHH regulations
 - Risk assessments
 - identifying the warning signs and labels of the main groups of hazardous or dangerous substances
 - complying with the appropriate statutory regulations at all times
2. Comply with all accident and emergency procedures to include:
 - identifying the appropriate qualified first aiders or appointed person and the location of first aid facilities
 - identifying the procedures to be followed in the event of injury to self or others
 - following organisational procedures in the event of fire and the evacuation of premises
 - identifying the procedures to be followed in the event of dangerous occurrences or hazardous malfunctions
3. Recognise the hazards and risks that are associated with **all** of the following:
 - your working environment
 - the tools and equipment that you use
 - materials and substances that you use
 - using working practices that do not follow laid down procedures
4. Demonstrate **one** of the following methods of manual lifting and carrying techniques:
 - lifting alone
 - with assistance of others
 - with mechanical assistance

5. Apply safe working practices and procedures in a manufacturing environment to include **all** of the following:
- maintaining a tidy workplace with exits and gangways free from obstructions
 - using tools and equipment safely and only for the purpose intended
 - observing organisational safety rules, signs and hazard warnings
 - taking measures to protect others from harm by any work you are carrying out
 - using appropriate personal protective equipment
 - observing personal hygiene procedures

KNOWLEDGE STATEMENTS

You must have knowledge and understanding of the following in relation to the scope selected:

1. The relevant roles and responsibilities of yourself and others under the Health and Safety at Work Act 1974 and current legislation (e.g. The Management of Health and Safety at Work Regulations; Workplace Health and Safety and Welfare Regulations; Personal Protection at Work Regulations; Manual Handling Operations Regulations; Provision and Use of Work equipment Regulations; Display Screen at Work Regulations)
2. The specific regulations and safe working practices and procedures that apply to your work activities
3. The warning signs for the eight main groups of hazardous substances defined by Classification, Packaging and Labelling of Dangerous Substances Regulations
4. How to locate relevant health and safety information for your tasks and the sources of expert assistance when help is needed
5. What constitutes a hazard in the workplace (such as moving parts of machinery, electricity, slippery and uneven surfaces, dust and fumes, handling and transporting, contaminants and irritants, material ejection, fire, working at height, environment, pressure/stored energy systems, volatile or toxic materials, unshielded processes)
6. What are your responsibilities for dealing with hazards and reducing risks in the workplace
7. What are the risks associated with your working environment, the tools, materials and equipment that you use, spillages of oil and chemicals, not reporting accidental breakages of tools or equipment and not following laid down working practices and procedures
8. What first aid facilities exist within your work area and within the organisation in general and the procedures to be followed in the case of accidents involving injury
9. What constitutes dangerous occurrences and hazardous malfunctions and why these must be reported even when no one was injured
10. The procedures for sounding the emergency alarms, evacuation procedures and escape routes to be used and the need to report your presence at the appropriate assembly point
11. What the organisational policy is with regard to fire fighting procedures, the common causes of fire and what you can do to help prevent them
12. What protective clothing and equipment is needed for your area/s of activity
13. How to check that the protective clothing and equipment is safe to use
14. What to do if the protective clothing and equipment is unsafe
15. How to lift and carry loads safely, and the manual and mechanical aids available
16. How to prepare and maintain safe working areas, standards and procedures to ensure good housekeeping
17. The importance of safe storage of tools, equipment, materials and products
18. The extent of your own authority and whom you should report to, in the event of problems that you cannot resolve

UNIT 1.02: DEVELOPING AND MAINTAINING WORKING RELATIONSHIPS

UNIT SUMMARY

This unit covers the skills and knowledge that you will need to develop and maintain internal and external working relationships.

You will be required to establish and maintain working relationships with a range of people such as colleagues in your own group, people in other work groups, supervisors and managers and external contacts. You will be expected to deal with any disagreements in an amicable and constructive way. You will also be expected to contribute to work activities by providing ideas and solutions and to find ways of resolving issues that cause concern and / or disagreement.

Your responsibilities will require you to comply with organisational policy and procedures at all times. You will be expected to report any problems that may affect working relationships to the relevant people.

Your underpinning knowledge will be sufficient to provide a good understanding of the sort of things that can affect good working relationships. You will be able to give an informed approach to the techniques that can be used to help maintain and develop good working relationships. You will understand how your actions will affect both internal and external working relationships.

UNIT OVERVIEW

This unit on working relationships involves:

- Developing and establishing working relationships
- Maintaining good working relationships
- Providing and receiving feedback
- Working in ways which maintain your own and others safety

ASSESSMENT REQUIREMENTS

All performance statements must be met and assessed as required by the Assessment Strategy. Evidence provided for this unit should cover a period of at least three months.

The following performance statements must be observed (and/or examination of naturally occurring workplace products is mandatory) - A, B, C and F

The following performance statements may be simulated within a realistic working environment - D, E and G.

The minimum number of items specified in the scope statement (e.g., four from a choice of six) must be covered, and appropriate evidence provided for each. It is possible that some of the scope items may be covered more than once. With this in mind, it is likely that at least three different examples of the candidate's practice, in carrying out the unit activity, will be needed.

PERFORMANCE STATEMENTS:

You must:

- a. Present yourself in the workplace on time and in a way that does not cause concern to others
- b. Ask for information, advice and / or help politely, without causing disruption to your own or other's work
- c. Offer help and information to others promptly and willingly
- d. Deal with disagreements and problems in working relationships in ways which minimise offence and maintain mutual respect
- e. Make sure that any actions that you take are within the limits of your own responsibility and authority
- f. Refer requests for information and / or assistance that are outside your authority / responsibility to the appropriate person
- g. Communicate in a manner which promotes understanding, goodwill and trust

SCOPE:

You must show that you can:

1. Develop and maintain working relationships with two of the following:

- immediate supervision/line management
- colleagues in same work group
- colleagues in other work groups
- those for whom you have responsibility
- personnel in other departments
- external contacts

2. Maintain effective communication using one of the following methods:

- in writing
- electronically
- orally

3. Discuss problems which may affect working relationships with the appropriate person to include one of the following:

- work colleagues
- supervisor/immediate line manager
- team leader
- personnel or welfare officer

KNOWLEDGE STATEMENTS:

You must have knowledge and understanding of the following in relation to the scope selected:

1. What are the relevant statutory regulations, that can affect working relationships i.e. Disability, Equal Opportunities, Discrimination, Harassment
2. Why it is important to present yourself in the workplace on time and ready for work
3. What are the methods in your organisation that can be used to gain information, advice and help
4. What are the methods that can be used to establish and maintain good working relationships
5. What are the sort of things that might affect good working relationships
6. What are the methods of handling and resolving difficulties in working relationships
7. Why it is important to resolve difficulties or misunderstandings quickly and not let them develop into more serious problems
8. How to identify and use different methods and styles of communication
9. Why it is important to avoid disruption in the workplace, and methods of avoiding it
10. Why it is important to request help from others in a polite and timely manner and to offer assistance to others when help is needed
11. Why it is important to show respect for the views, rights and property of others
12. Who to refer to with requests that are not within the limits of your responsibility
13. Who to refer to if you have problems with working relationships that you cannot resolve
14. What your responsibilities are with regard to the reporting lines and procedures in your working area
15. What are the responsibilities of the people identified in knowledge statements 13 and 14 above

UNIT 1.03 USE LABORATORY INFORMATION SYSTEMS

UNIT DESCRIPTION

This unit is for those who operate laboratory information systems, and need to communicate with others in their working environment.

This involves:

- accessing and using laboratory information systems
- maintaining security and confidentiality
- communicating information effectively
- dealing with problems
- completing any necessary documentation
- working safely at all times

There are two elements in this unit, each of which has performance standards; a scope section specific to each element, and the associated knowledge base is detailed at the end of the unit.

1.03.1 Use laboratory information systems

1.03.2 Communicate information

ASSESSMENT REQUIREMENTS

All performance statements and the scope must be met and assessed as required by the Assessment Strategy.

As an ideal level of assessment, to prove competence the candidate would demonstrate that they carry out activity relevant to this unit on at least two separate occasions.

ELEMENT 1.03.1. USE LABORATORY INFORMATION SYSTEMS

PERFORMANCE STATEMENTS:

You must:

- a. Keep **information systems** up to date and store the information according to **standard operating procedures** and guidelines.
- b. Maintain the security and confidentiality of information at all times.
- c. Complete required back-up procedures **regularly**.
- d. Retrieve required information and distribute according to deadlines.
- e. Take **appropriate action** in the event of **problems**, to minimise hazards, loss of materials and report to the **relevant people**.
- f. Work safely at all times, complying with health and safety, environmental and other relevant **regulations and guidelines**

SCOPE OF THIS ELEMENT:

1. **Information systems** to be either paper, electronic or a combination of the two.
2. **Standard operating procedures** to include **all relevant** organisational requirements, instructions, departmental procedures, codes of practice, organisational regulations, in-house procedures, British, European and International standards.
3. **Regularly**: as specified in the standard operating procedure.
4. **Appropriate action** to include **any** action taken relating to materials, personnel and /or equipment within the limits of your responsibility.
5. **Problems** that may occur: abnormal occurrences, equipment malfunctions, loss of data, unauthorised requests for information, and / or personnel problems.
6. **Relevant people** to include at least **one** of the following: supervisors, teachers, lecturers, tutors, team leaders, line managers, heads of departments, health and safety officers.
7. **Regulations and guidelines** to include **all relevant** health, safety and environmental regulations, organisational procedures and guidelines, standard operating procedures, national and organisational standards and any specific organisational requirements.

ELEMENT 1.03.2. COMMUNICATE INFORMATION

PERFORMANCE STATEMENTS:

You must:

- a. Identify the **type of information** to be communicated
- b. Establish **requirements** accurately
- c. Forward the information to the **appropriate person**, within the required time limit, in the **correct format**
- d. Use the appropriate **method of communication** to forward the information.
- e. Report any **problems** to the **relevant people**.
- f. Work safely at all times, complying with health and safety, environmental and other relevant **regulations and guidelines**

SCOPE OF THIS ELEMENT:

1. **Type of information** to be communicated to be written and / or oral information that may be confidential, restricted or public.
2. **Requirements** to include **all** required information, advice and or guidance within the limits of your responsibility.
3. **Appropriate person** to include **any relevant** colleagues within the organisation, or those external to the organisation.
4. **Correct format** to include at least **two** of the following: face-to-face verbal, telephone, e-mail, fax, and letter.
5. **Relevant people** to include at least **one** of the following: supervisors, teachers, lecturers, tutors, team leaders, line managers, heads of departments, health and safety officers.
6. **Regulations and guidelines** to include **all relevant** health, safety and environmental regulations, organisational procedures and guidelines, standard operating procedures, national and organisational standards and any specific organisational requirements.

KNOWLEDGE STATEMENTS

You must have knowledge and understanding of the following in relation to the scope items selected:

1. What are your personal responsibilities with regard to health, safety and the environment in the working area
2. What is your legal responsibility for the health and safety of others
3. What working practices ensure that the working environment is conducive to good health
4. What are the approved standard operating procedures, organisational requirements, codes of practice, working practices and why it is important to follow them at all times
5. What are the different types of information systems that can be used, including recording, filing, retrieval of information and distribution systems
6. How to use back up systems and why they are important
7. How to ensure the confidentiality and security of information at all times and why this is important
8. How to assess whether the information that is required is confidential and / or restricted, and why this is important
9. Why it is important to work within given time deadlines
10. What methods to use for information storage and access
11. Why it is important to establish requirements accurately
12. What types of format can be used to communicate the information
13. What methods can be used to communicate the information to others
14. What documentation should be used
15. Who are the relevant people
16. How to identify problems, and what is the appropriate action to take within the limits of your responsibility
17. How to identify hazards and what is the appropriate action to take to minimise them

UNIT 1.04 TAKE LABORATORY MEASUREMENTS

UNIT DESCRIPTION

This unit is for those who carry out basic laboratory measurements using prescribed standard operating procedures. These laboratory activities require limited judgment from the operator and involve following set guidelines and standard operating procedures. Responsibility is limited to carrying out the defined procedure. Any deviations from the standard operating procedures are referred to others for action.

This involves:

- establishing measurement requirements
- preparing equipment for measurement
- taking basic measurements
- recording measurements and completing any necessary documentation
- working safely at all times

There are two elements in this unit, each of which has performance standards, a scope section specific to each element, and the associated knowledge base is detailed at the end of the unit.

1.04.1. Prepare measuring equipment

1.04.2. Take and record laboratory measurements

ASSESSMENT REQUIREMENTS

All performance statements and the scope must be met and assessed as required by the Assessment Strategy.

As an ideal level of assessment, to prove competence the candidate would demonstrate that they carry out activity relevant to this unit on at least two separate occasions.

ELEMENT 1.04.1. PREPARE MEASURING EQUIPMENT

PERFORMANCE STATEMENTS:

You must:

- a. Identify the correct **units of measurement** to use
- b. Identify the correct equipment required to take the **measurements**
- c. Ensure that the equipment is accurate, clean and is fit for purpose
- d. Prepare the work area to ensure **measurements** can be taken accurately at the appropriate time
- e. Obtain the necessary recording **documentation**
- f. Agree how and when measurements will be taken with **relevant people** as required
- g. Work safely at all times, complying with health and safety, environmental and other relevant **regulations and guidelines**

SCOPE OF THIS ELEMENT:

1. **Units of measurement** to include at least **two** of the following: metre, gram, Newton, cubic decimetre (litre), °Celsius (Centigrade) and their sub-units, e.g. milligram, and multiples, e.g. kilogram
2. **Measurements** to include at least **three** of the following: weight, volume, mass, length and / or temperature.
3. **Documentation** to include at least **two** of the following: record sheet, note book, report.
4. **Relevant people** to include at least **one** of the following: supervisors, team leaders, managers, heads of departments, health and safety officers.
5. **Regulations and guidelines** to include **all** relevant health, safety and environmental regulations, organisational procedures and guidelines, standard operating procedures, national and organisational standards, site procedures and specific organisational requirements.

ELEMENT 1.04.2. TAKE AND RECORD LABORATORY MEASUREMENTS

PERFORMANCE STATEMENTS:

You must:

- a. Take measurements to the required accuracy, as detailed in the **standard operating procedure**
- b. Ensure that you work in accordance with **standard operating procedures** and use personal protective equipment when required
- c. Take **measurements** at agreed times or intervals following standard operating procedures
- d. Ensure that the **conditions** under which the **measurements** are taken are as specified
- e. Take **appropriate action** when dealing with any problems, and inform the **relevant people**
- f. Record measurements accurately and legibly using approved **documentation**
- g. Work safely at all times, complying with health and safety, environmental and other relevant **regulations and guidelines**

SCOPE OF THIS ELEMENT:

1. **Standard operating procedures** to include **all relevant** organisational requirements, instructions, departmental procedures, codes of practice, organisational regulations, in house procedures, British, European and International standards
2. **Measurements** to include at least **three** of the following: weight, volume, mass, length and / or temperature.
3. **Conditions** to include **all relevant** environmental information concerning temperature and humidity.
4. **Appropriate action** to include **any** action taken relating to materials, personnel and /or equipment within the limits of your responsibility.
5. **Relevant people** to include at least **one** of the following: supervisors, team leaders, managers, heads of departments, health and safety officers.
6. **Documentation** to include at least **two** of the following: record sheet, note book, report.
7. **Regulations and guidelines** to include **all relevant** health, safety and environmental regulations, organisational procedures and guidelines, standard operating procedures, national and organisational standards, site procedures and specific organisational requirements.

KNOWLEDGE STATEMENTS

You must have knowledge and understanding of the following in relation to the scope items selected:

1. What are your personal responsibilities with regard to health, safety and the environment in the working area
2. What is your legal responsibility for your own health and safety, and the health and safety of others
3. What working practices ensure that your working environment is conducive to good health
4. What are the approved standard operating procedures and why it is important to follow them at all times
5. What are appropriate units of measurement for volume, weight, mass, length and temperature
6. What are the different types of measuring equipment that can be used
7. How to operate the measuring equipment that is used
8. How to check that the equipment is in a serviceable condition
9. How to ensure that conditions are as specified
10. Why it is important to record information accurately
11. How to identify defective equipment and the appropriate action to take
12. What materials may be measured
13. What are the handling characteristics of materials used, and what are the implications for measurement
14. When and how to use personal protective equipment
15. How to deal with problems within the limits of your responsibility
16. Who are the relevant people
17. What documentation may be used

UNIT 1.05 PERFORM BASIC LABORATORY ACTIVITIES

UNIT DESCRIPTION

This unit is for those who carry out routine and / or basic laboratory activities using prescribed standard operating procedures. These laboratory activities require limited judgment from the operator and involve following set guidelines and standard operating procedures. Responsibility is limited to carrying out the defined procedure. Any deviations from the standard operating procedures are referred to others for action.

This involves:

- checking equipment and conditions
- cleaning and preparing equipment
- monitoring equipment for faults
- replenishing laboratory apparatus and materials
- completing any necessary documentation
- working safely at all times

There are two elements in this unit, each of which has performance standards, a scope section specific to each element, and the associated knowledge base is detailed at the end of the unit.

1.05.1. Prepare laboratory equipment and materials

1.05.2. Contribute to laboratory activities

ASSESSMENT REQUIREMENTS

All performance statements and the scope must be met and assessed as required by the Assessment Strategy.

As an ideal level of assessment, to prove competence the candidate would demonstrate that they carry out activity relevant to this unit on at least two separate occasions.

ELEMENT 1.05.1. PREPARE LABORATORY EQUIPMENT AND MATERIALS

PERFORMANCE STATEMENTS:

You must:

- a. Clean and clear laboratory surfaces and the work area prior to activities
- b. Clean reusable equipment and confirm that it is in a serviceable condition
- c. Obtain accurate **information** about the requirements for equipment and materials for activities
- d. Confirm that the correct equipment, materials and services are available and fit for purpose
- e. Identify any **hazards** associated with handling equipment and materials
- f. Take **appropriate action** against identified hazards
- g. Dispose of **waste materials** safely and in accordance with health and safety requirements
- h. Work safely at all times, complying with health and safety, environmental and other relevant **regulations and guidelines**

SCOPE OF THIS ELEMENT:

1. **Information** to be gained from **one** of the following: supervisor, line manager, requests from colleagues, or detailed in the work instructions.
2. A **hazard** is something with the potential to cause harm; a risk is the likelihood of a hazard's potential being realized. Hazards to include chemical, biological and / or physical (heat, cold, electricity, noise, weight, size.) Hazardous incidents could include all potentially dangerous accidents and incidents associated with equipment and materials, such as emergencies, fire, release / spillage of hazardous materials, faulty equipment and / or materials, major service failure.
3. **Appropriate action** to include **any** action taken relating to materials, personnel and /or equipment within the limits of your responsibility. May include risk assessment procedure and using appropriate personal protective equipment, (PPE.)
4. **Waste materials** to include at least **one** of the following: chemicals, biological materials, wet waste, sharp objects and broken glass
5. **Regulations and guidelines** to include **all** relevant health, safety and environmental regulations, organisational procedures and guidelines, standard operating procedures, national and organisational standards, site procedures and specific organisational requirements.

ELEMENT 1.05.2 CONTRIBUTE TO LABORATORY ACTIVITIES

PERFORMANCE STATEMENTS:

You must:

- a. Check the condition of equipment for **faults or defects** regularly
- b. Notify the **relevant people** when faults are identified
- c. Maintain supplies of **materials** to users as required
- d. Keep the laboratory clean, tidy and in a **safe condition** for users
- e. Use laboratory **services** correctly and safely in accordance with **working practices**
- f. Use **personal protective equipment** correctly
- g. Work safely at all times, complying with health and safety, environmental and other relevant **regulations and guidelines**

SCOPE OF THIS ELEMENT:

1. **Faults or defects** to include **all** those that are visible to you without the need for dismantling the laboratory equipment.
2. **Relevant people** to include at least **one** of the following, supervisors, team leaders, line manager, heads of departments, health and safety officers.
3. **Materials** to include at least two of the following, chemicals, solutions, glassware, filter paper, purified water
4. **Safe condition** to include **all** of the following: no spillages on floor, no chemicals or other materials accessible, no tripping hazards, and walkways to be clear.
5. **Services** to include at least **two** of the following: gas, water, electricity, telephone, and computer connections.
6. **Working practices** to include **all** those relating to working environment conducive to good health; equipment including personal protective equipment; standard operating procedures; materials; safe disposal of waste and approved codes of practice.
7. **Personal protective equipment** to include safety spectacles, goggles, overalls, face protector, apron.
8. **Regulations and guidelines** to include **all** relevant health, safety and environmental regulations, organisational procedures and guidelines, standard operating procedures, national and organisational standards, site procedures and specific organisational requirements.

KNOWLEDGE STATEMENTS

You must have knowledge and understanding of the following in relation to the scope items selected:

1. What are your personal responsibilities with regard to health, safety and the environment in the working area
2. What is your legal responsibility for your own health and safety, and the health and safety of others
3. What working practices ensure that the laboratory working environment is conducive to good health
4. What are the approved codes of practice/ working practices and why it is important to follow them at all times
5. How to identify appropriate equipment
6. How to maintain the appropriate equipment
7. How to identify defective equipment and the appropriate action to take
8. What materials are used
9. What are the handling characteristics of materials used
10. What are the methods of safe handling, storage, and use of materials
11. How to use laboratory services correctly in accordance with working practices
12. Why it is important to keep the laboratory clean and tidy, and how to do this
13. What cleaning methods to use
14. When and how to use personal protective equipment
15. What are the procedures for the safe storage and handling of materials and equipment
16. How to identify hazards, and what action to take
17. When to use risk assessment procedure, and what it is
18. Who are the relevant people