

PAAVQ-SET

**LABORATORY AND ASSOCIATED
TECHNICAL ACTIVITIES**

**LEVEL 2
INDUSTRIAL**

NVQ/SVQ

**ASSESSMENT GUIDANCE
AND
EVIDENCE REQUIREMENTS**

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UNIT 1.01: COMPLYING WITH STATUTORY REGULATIONS AND ORGANISATIONAL SAFETY REQUIREMENTS

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

UNIT SUMMARY

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

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

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

UNIT SUMMARY

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

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 relationship
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

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

GROUP A UNITS

UNIT 2.03 CARRY OUT SIMPLE TESTING OPERATIONS

UNIT DESCRIPTION

This unit is for those who carry out simple testing activities using prescribed standard operating procedures to perform basic tests. Such tests require limited judgment from the operator and involve following standard operating procedures.

The equipment to be used, the conditions necessary for testing and the specific operations to be performed are defined in written instructions. Responsibility is limited to carrying out the defined procedure and recording the result. Any deviations from the standard operating procedures are referred to others for action.

This involves:

- checking equipment and conditions for testing
- identifying and preparing a simple test sample
- conducting tests safely
- recording test results.

There are four 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.

2.03.1 Prepare for simple testing

2.03.2 Prepare test sample

2.03.3 Conduct simple tests

2.03.4 Record test results

ASSESSMENT REQUIREMENTS

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

The Scope of the element must be met as required. The examples given in the Scope are an indicative list which may be expanded to provide a more appropriate opportunity for assessment. This is subject to prior agreement from the Awarding Body.

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 2.03.1. PREPARE FOR SIMPLE TESTING

PERFORMANCE STATEMENTS

You must

- a) Work safely at all times, complying with health and safety, environmental and other relevant **regulations and guidelines**
- b) Check that the correct documentation is available before testing commences.
- c) Ensure that testing equipment is in a **serviceable condition** and has been calibrated correctly.
- d) Check that all the required **resources** are available and correctly prepared in accordance with standard operating procedures.
- e) Identify any unserviceable equipment and report according to agreed procedure.
- f) Confirm that the relevant **controlled conditions** for testing are confirmed.
- g) Ensure that the correct sample has been selected.

SCOPE OF THIS ELEMENT

- 1. **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
- 2. **Serviceable condition** to include **two** of the following checks on equipment: calibration; serviceability; cleanliness and preparation.
- 3. **Resources** to include at least **one** of the following: materials; personal protective equipment; utilities.
- 4. **Controlled conditions that must** be confirmed to include at least **two** of the following: health and safety; environment; time; recording systems; cleanliness; any external influences giving rise to variations.

ELEMENT 2.03.2. PREPARE TEST SAMPLE

PERFORMANCE STATEMENTS

You must:

- a) Work safely at all times, complying with health and safety, environmental and other relevant regulations and guidance
- b) Ensure that you establish the identity of the sample and check it's integrity
- c) Handle and use test samples safely in accordance with standard operating procedures
- d) Ensure that the equipment used to prepare the sample is operated in accordance with standard operating procedures
- e) Confirm the relevant controlled conditions for sample preparation are present
- f) Prepare and test samples are prepared in accordance with standard operating procedures
- g) Identify and store test samples correctly until required
- h) Deal with any waste material in accordance with standard operating procedures
- i) Complete any documentation accurately and legibly

SCOPE OF THIS ELEMENT

1. Regulations and guidelines to all include relevant health, safety and environmental regulations, organisational procedures and guidelines, standard operating procedures, national and organisational standards, site procedures and specific organisational requirements
2. Integrity to be checked by at least two of the following checks: free from subsequent defects, damage and decomposition; homogeneity. *The term sample may include specimen.*
3. Standard operating procedures to include all relevant organisational requirements instructions, departmental procedures, codes of practice, organisational requirements, in house procedures, British, European and International standards
4. Controlled conditions to be confirmed to include at least two of the following: health and safety; environment; time; recording systems; cleanliness; any external influences giving rise to variations.
5. Documentation to include at least two of the following: standard operating procedures supported by correctly labelled samples and the test results produced from using those samples such as performance reports, pass/fail sheets, test records and quality assurance results.

ELEMENT 2.03.3. CONDUCT SIMPLE TESTS

PERFORMANCE STATEMENTS

You must:

- a) Work safely at all times, complying with health and safety, environmental and other **regulations and guidelines**
- b) Ensure tests are carried out following **standard operating procedures**
- c) Record any deviations from set procedure using appropriate documentation and take the **appropriate action**
- d) Ensure you take in to account the effects of the test on the **immediate environment**
- e) Clean and store appropriately any equipment and materials that are to be re-used
- f) Handle and dispose of safely and correctly any other equipment and materials
- g) Restore the working area to an appropriate condition

SCOPE OF THIS ELEMENT

1. **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.
2. **Standard operating procedures** to include **all relevant** organisational requirements, instructions, departmental procedures, codes of practice, organisational requirements, in house procedures, British, European and International standards
3. **Documentation to include at least two of the following:** finished test sheets; standard operating procedures supported by performance reports, pass/fail sheets, test records and quality assurance results.
4. **Appropriate action** to include **any** action taken relating to either materials, personnel and /or equipment within the limits of your responsibility.
5. **Immediate environment** to include **two** of the following; people; materials; equipment and conditions under which test is conducted.

ELEMENT 2.03.4. RECORD TEST RESULTS

PERFORMANCE STATEMENTS

You must

- a) Record relevant **information** and data according to **standard operating procedures**.
- b) Perform simple calculations following set procedures.
- c) Report any deviations from expected results promptly to the **relevant people**.
- d) Ensure that the correct documentation is completed and stored in accordance with **standard operating procedures**.

SCOPE OF THIS ELEMENT

- 1. **Information** to be recorded to include at least **two** of the following: sample identification; results of tests; calculations and data processing; conditions of test.
- 2. **Standard operating procedures** to include all relevant organisational requirements, instructions, departmental procedures, codes of practice, organisational requirements, in house procedures, British, European and International standards
- 3. **Relevant people** to include at least **one** of the following: supervisors, team leaders, managers, heads of departments, health and safety officers.

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 are the approved codes of practice and why it is important to follow them.
3. What are the organisation's policy and procedures on safe working practices
4. Why it is important to follow safe operating procedures when using equipment and / or materials.
5. How to prepare testing equipment
6. How to check the calibration of equipment
7. How to check that equipment is ready to use
8. How to identify and report defective equipment
9. When and how to take appropriate action in the event of deviations
10. What methods of sample preparation to use
11. Why testing conditions are important
12. How to control testing conditions
13. How to check integrity and identity of samples
14. What methods to use for the safe disposal of materials and waste
15. What documentation to use and why it is important to complete it accurately and legibly
16. What are the safe storage methods that should be used
17. How to calculate test results
18. How to present the test result information
19. Who are the relevant others and what information will they need

UNIT 2.04 CARRY OUT SIMPLE SAMPLING OPERATIONS

UNIT DESCRIPTION

This unit is for those who carry out routine sampling activities using prescribed standard operating procedures involving the taking of basic samples. Such samples require limited judgment from the operator and involve following standard operating procedures. The equipment to be used, the conditions necessary for taking the sample and the specific operations to be performed are defined in written instructions.

Responsibility is limited to carrying out the defined procedure and recording the result. Any deviations from the standard operating procedures are referred to others for action.

This involves:

- checking equipment and conditions for sampling
- conducting sample taking safely
- obtaining the required sample
- maintaining the integrity of the sample
- recording details of the sample.

There are three 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.

2.04.1 Prepare for simple sampling

2.04.2 Obtain representative sample

2.04.3 Maintain integrity of sample

ASSESSMENT REQUIREMENTS

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

The Scope of the element must be met as required. The examples given in the Scope are an indicative list which may be expanded to provide a more appropriate opportunity for assessment. This is subject to prior agreement from the Awarding Body.

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 2.04.1. PREPARE FOR SIMPLE SAMPLING

PERFORMANCE STATEMENTS

You must

- a) Work safely at all times, complying with health and safety, environmental and other relevant regulations and guidelines
- b) Ensure that the conditions for sampling are in accordance with laid down procedures.
- c) Check that equipment and materials selected conform to instructions.
- d) Checks that equipment is in calibration.
- e) Prepare all equipment and materials in accordance with standard operating procedures.
- f) Ensure that the required resources are available and appropriate.

SCOPE OF THIS ELEMENT

1. **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
2. **Conditions** for sampling to include at least **two** of the following: access; location; timing; sampling points; frequency; duration; safety, health and environmental impact.
3. **Standard Operating Procedures:** To include **all relevant** organisational requirements, instructions, departmental procedures, codes of practice, organisational requirements, in house procedures, British, European and International standards.
4. **Resources** to include at least **two** of the following: equipment, including personal protective equipment; materials; documentation.

ELEMENT 2.04.2. OBTAIN REPRESENTATIVE SAMPLE

PERFORMANCE STATEMENTS

You must:

- a) Ensure conditions for sampling are in accordance with sample plan.
- b) Record the conditions under which the sample is taken.
- c) Follow safe practices when taking the sample.
- d) Identify and correctly label the sample.
- e) Record any deviations from set procedure or anticipated results and take the appropriate action.
- f) Clean the sampling equipment and materials to be re-used appropriately
- g) Dispose of other equipment and materials according to working practices.
- h) Ensure that the sample taken meets sample plan procedure.

SCOPE OF THIS ELEMENT

- 1. Safe practices to include at least two of the following: personal protective equipment; safe materials handling; safe lifting and moving techniques; disposal and storage.
- 2. Appropriate action to include any action taken relating to either materials, personnel and /or equipment within the limits of your responsibility
- 3. 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.

ELEMENT 2.04.3. MAINTAIN INTEGRITY OF SAMPLE

PERFORMANCE STATEMENTS

You must:

- a) Record all information about the sample accurately using appropriate documentation to permit traceability.
- b) Maintain the condition of the sample according to instructions.
- c) Protect the sample from external sources of contamination.
- d) Take the appropriate action in the event of abnormal occurrences affecting sample condition
- e) 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 recorded to include at least **two** of the following time; conditions; location; nature of sample; known hazards; required storage conditions; possible contamination sources.
- 2. **Documentation** to include **any relevant** sample taking records, labeling systems and quality assurance results.
- 3. **Maintain** condition of the sample by means of at least **one** of the following: preservation; transportation; packaging; documentation.
- 4. **Appropriate action** to include **any** action taken relating to either materials, personnel and /or equipment within the limits of your responsibility
- 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

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 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.
5. How to identify defective equipment and the appropriate action to take
6. How to control conditions and why it is important to maintain conditions
7. What is a sampling plan
8. How to interpret and use a sampling plan
9. What are the methods to use for labeling samples
10. What are the methods to use for handling, storing and disposing of materials
11. What are the methods to use for safe lifting and handling of materials and equipment
12. How to clean equipment
13. How to re-use materials
14. Why it is important to record information accurately and legibly
15. How to ensure traceability of samples, and why this is important

UNIT 2.05 PREPARE LABORATORY MATERIALS, EQUIPMENT AND RESOURCES

UNIT DESCRIPTION

This unit is for those who prepare materials and equipment either for their own use or, more likely, for use by others. It describes a service function involving the assembling and making ready of equipment, materials and services to meet customer requirements.

Materials could include either raw materials, consumables and preparations such as solutions and live organisms for use in testing and other activities.

This involves:

- identifying customer requirements
- selecting appropriate equipment and preparing it
- assembling equipment and materials
- monitoring the supply of services
- maintaining the work area
- storing and disposing of waste.

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.

2.05.1 Prepare equipment for use

2.05.2 Prepare materials

ASSESSMENT REQUIREMENTS

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

The Scope of the element must be met as required. The examples given in the Scope are an indicative list which may be expanded to provide a more appropriate opportunity for assessment. This is subject to prior agreement from the Awarding Body.

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 2.05.1 PREPARE EQUIPMENT FOR USE

PERFORMANCE STATEMENTS

You must:

- a) Identify accurately **customer requirements**.
- b) Select equipment that meets **customer requirements**.
- c) Configure equipment in accordance with **standard operating procedures**.
- d) Carry out checks to ensure equipment is **prepared** and ready for use.
- e) Monitor the supply of **services**.
- f) Ensure that the work area is maintained in an appropriate condition.
- g) Work safely at all times, complying with health and safety, environmental and other relevant **regulations and guidelines**
- h) Record relevant information using correct **documentation**.

SCOPE OF THIS ELEMENT

1. **Customer requirements** to include at least one of the following: **customers** who will normally be internal to the organisation and will normally consist of colleagues in the same department. **Requirements** could include: setting up equipment for a laboratory test or small scale batch process; maintaining materials and equipment.
2. **Standard operating procedures** to include **all relevant** organisational requirements, instructions, departmental procedures, codes of practice, organisational requirements, in house procedures, British, European and International standards
3. **Preparation of equipment** to include at least one of the following checks: in calibration; operational; clean.
4. **Services** to be monitored to include at least **two** of the following: gases; water; electricity.
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
6. **Documentation** to include **all relevant COSHH data sheets and risk assessments and a least two of the following**: at least **three** of the following: customer contact forms; job requests; standard operating procedures; COSHH data sheets and risk assessments; shelf-life checks and labelling; worksheets; calibration certificates; purchase requisitions.

ELEMENT 2.05.2. PREPARE MATERIALS

PERFORMANCE STATEMENTS

You must:

- a) Identify and interpret the **requirements** accurately.
- b) Ensure that the materials are sourced at the appropriate time and in the correct quantities.
- c) Carry out checks to ensure that materials are in serviceable condition.
- d) Prepare required materials correctly.
- e) Store, treat and dispose of waste according to **standard operating procedures**.
- f) Work safely at all times, complying with health and safety, environmental and other relevant **regulations and guidelines**
- g) Record relevant information using correct **documentation**

SCOPE OF THIS ELEMENT

1. **Requirements** to include **one** of the following: to satisfy specifications; appropriate for activity; fit state for use; prepared to required stage.
2. **Standard operating procedures** to include guidelines, written instructions, codes of practice, in-house procedures, British standards and international standards as appropriate.
3. **Regulations and guidelines** to include **all** relevant health, safety and environmental regulations, company procedures and guidelines standard operating procedures, national and organisational standards, site procedures and specific organisational requirements, all relevant COSHH data sheets and risk assessments.
4. **Documentation** to include at least **three** of the following: customer contact forms; job requests; standard operating procedures; COSHH data sheets and risk assessments; stock issue and control documentation; shelf-life checks and labelling; worksheets; purchase requisitions.

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 are the approved codes of practice and why it is important to follow them.
3. What are the organisation's policy and procedures on safe working practices
4. Why it is important to follow standard operating procedures when preparing equipment and / or materials
5. What safe handling methods to use
6. How to maintain a clean and tidy work area, and why it is important
7. What constitutes serviceable condition for materials, equipment and resources
8. How to check that equipment is ready and prepared for use
9. What methods of assembling, dismantling and configuring equipment are used
10. What are the requirements for calibration status
11. How to identify and interpret customer requirements
12. How to use stock control systems
13. What is the shelf life of materials to be provided
14. What are the properties and handling characteristics of materials to be provided
15. What recording and documentation systems are used
16. What cleaning procedures are used
17. What sourcing systems are used
18. How to store, treat and dispose of waste according to standard operating procedure

GROUP B UNITS

UNIT 2.06 CALIBRATE EQUIPMENT

UNIT DESCRIPTION

This unit is for those who perform routine calibration operations following standard operating procedures. It does not cover the technical role of external calibration using primary or secondary reference devices, which is normally contracted out to separate specialist organisations.

This involves:

- conducting routine calibration at prescribed intervals
- maintaining calibration in working order
- informing others in the event of equipment being out of calibration
- completing calibration records
- International Standards Organisation equipment out of calibration.

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.

2.06.1 Perform calibration

2.06.2 Report on and record calibration

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 2.06.1 PERFORM CALIBRATION

PERFORMANCE STATEMENTS

You must:

- a) Carry out calibration at specified intervals according to **standard operating procedures**.
- b) Maintain the **integrity** of calibration equipment and materials.
- c) Interpret the results of calibration to decide if equipment remains serviceable.
- d) Inform the **relevant people** if calibration reveals results that are not within specified operational limits.
- e) Identify factors affecting the performance of calibrated equipment in order to minimise adverse effects.
- f) Take **appropriate action** in the event of an abnormal occurrence or malfunction to minimise hazards, loss of materials or data and to report the occurrence.
- 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 requirements, in house procedures, British, European and International standards.
2. **Integrity** of calibration equipment and materials to be referenced against methods and internal and external standards and to include at least **two** of the following: traceability; verification; valid certification; storage and handling conditions.
3. **Relevant people** to include at least **one** of the following: supervisors, team leaders, managers, heads of departments, health and safety officers.
4. **Appropriate action** to include **any** action taken relating to either materials, personnel and /or equipment within the limits of your responsibility.
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 2.06.2 REPORT ON AND RECORD CALIBRATION

PERFORMANCE STATEMENTS

You must:

- a) Label the **equipment** clearly and accurately to indicate status.
- b) Clean, store or dispose of calibration equipment and materials according to **standard operating procedures**.
- c) Update records of calibration accurately and legibly using appropriate **documentation**.
- d) Identify, isolate and label appropriately equipment that cannot be calibrated to standard operating specifications.
- e) Take **appropriate action** to inform **relevant people** of equipment which cannot be calibrated.
- f) Work safely at all times, complying with health and safety, environmental and other relevant **regulations and guidelines**

SCOPE OF THIS ELEMENT

1. **Equipment** could include **one** of the following: pH meters, balances, ovens and dispensers.
2. **Standard operating procedures** To include all relevant organisational requirements, instructions, departmental procedures, codes of practice, organisational requirements, in house procedures, British, European and International standards.
3. **Documentation** to include at least **two** of the following: calibration procedures and schedule; standards for calibration; valid calibration certificates; equipment record forms; laboratory management information systems records/printouts showing equipment performance.
4. **Appropriate action** to include **any** action taken relating to either, materials, personnel, and /or equipment such as replacement, arranging for repair and /or disposal. To include reference to the International Standards Organisation when necessary.
5. **Relevant people** to include at least **one** of the following: supervisors, team leaders, 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 operational 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 are the principles of calibration
4. What are calibration requirements
5. What are appropriate calibration procedures and routines
6. What is the appropriate calibration equipment to use
7. What are the appropriate marking requirements for calibration equipment and materials
8. What is the potential impact of non-conformance
9. What units of measurement should be used
10. What are the key features of traceability
11. What methods can be used to record calibration status
12. What methods can be used to control conditions for calibration
13. What are acceptable tolerances
14. What cleaning methods to use
15. What labeling systems to use
16. What actions to take in the event of abnormal occurrences
17. What documentation should be used
18. Who are the relevant people

UNIT 2.07 CONTROL STOCKS OF LABORATORY MATERIALS AND EQUIPMENT

UNIT DESCRIPTION

This unit is for those who control laboratory stocks. These laboratory activities may involve ordering, receiving, issuing and maintaining stock following set guidelines and standard operating procedures. Responsibility is limited to carrying out the defined procedure. Controlling stock includes routine ordering and contingency ordering.

This involves:

- ordering, receiving, issuing and maintaining stock
- using stock rotation procedures
- ensuring materials and equipment are stored appropriately
- working safely at all times

There are four 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.

2.07.01 Order stock

2.07.02 Receive and store stock

2.07.03 Maintain stock levels

2.07.04 Issue stock

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 2.07.01 ORDER STOCK

PERFORMANCE STATEMENTS

You must:

- a) Establish clearly **customers' requirements** for stocks of laboratory materials and equipment.
- b) Order required stock using specified **ordering system** after any necessary approval has been obtained.
- c) Follow orders and record details.
- d) Take **appropriate action** in the event of abnormal occurrences or malfunctions to minimise **hazards**, loss of materials and report the occurrences to the **relevant people**.
- e) Work safely at all times, complying with health and safety, environmental and other relevant **regulations and guidelines**

SCOPE OF THIS ELEMENT

1. **Customers' requirements to include at least two of the following:** materials such as oxidant, toxic, flammable, alkaline, acidic and radioactive and / or equipment.
2. **Ordering system** to be at least **one** of the following systems: verbal, written and /or computer based.
3. **Appropriate action** to include **any** action taken relating to either materials, personnel and /or equipment within the limits of your responsibility. This may include the safe disposal of redundant or outdated stock.
4. **Hazards** are something with the potential to cause harm, a risk is the likelihood of a hazard's potential being realized. 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.
5. **Relevant people to include at least one of the following:** appropriate, colleagues, supervisors, 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, site procedures and specific organisational skills.

ELEMENT 2.07.2 RECEIVE AND STORE STOCK

PERFORMANCE STATEMENTS

You must:

- a) Check items against original order.
- b) **Record**, label and store new stock under **specified conditions** and in the **designated area**.
- c) Sample stock according to **standard operating procedures**.
- d) Inform **relevant people** promptly of stock availability.
- e) Inform suppliers promptly when stock does not meet specification.
- f) Take **appropriate action** in the event of abnormal occurrences or malfunctions to minimise **hazards**, loss of materials and report the occurrences.
- g) Work safely at all times, complying with health and safety, environmental and other relevant **regulations and guidelines**

SCOPE OF THIS ELEMENT

1. **Record:** Recording systems to include either manual and/or computer based recording systems.
2. **Specified conditions to include at least one of the following:** low temperature, ambient, humidity, ventilated, light, dark etc.
3. **Designated area** to include any relevant secured and / or isolated storage area.
4. **Standard operating procedures** to include all relevant organisational requirements, instructions, departmental procedures, codes of practice, organisational requirements, in house procedures, British, European and International standards
5. **Relevant people** to include at least **one** of the following, colleagues, supervisors, team leaders, line managers, heads of departments, health and safety officers.
6. **Appropriate action** to include **any** action taken relating to either materials, personnel and /or equipment within the limits of your responsibility. May include risk assessment procedure.
7. **Hazards** are something with the potential to cause harm, a risk is the likelihood of a hazard's potential being realized. 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.
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

ELEMENT 2.07.03 MAINTAIN STOCK LEVELS

PERFORMANCE STATEMENTS

You must:

- a) Maintain levels of stocks following stock rotation procedures and take **appropriate action** to deal with **problems**
- b) Inform **relevant people** of any **problems** that you cannot solve and/or are not your responsibility
- c) Take the **appropriate action** and store and dispose of equipment materials and waste safely
- d) Keep working areas and equipment clean using the appropriate cleaning methods
- e) Identify worn or damaged equipment and take the **appropriate action**
- f) Maintain accurate stock records using the appropriate **documentation**
- g) Take action in the event of abnormal occurrences or malfunctions to minimise **hazards**, loss of materials and report the occurrence to the **relevant people**
- h) Work safely at all times, complying with health and safety environmental and other relevant **regulations and guidelines**

SCOPE OF THIS ELEMENT

- 1. Appropriate action to include any action taken relating to either materials, personnel and /or equipment within the limits of your responsibility. To include at least three of the following: disposing of outdated and / or redundant stock, storage and disposal of equipment, materials and waste according to standard operating procedures.
- 2. Problems may include one of the following: items delivered in error, stock shortages, hazards and associated risks with certain materials.
- 3. Relevant people to include at least one of the following: colleagues, supervisors, team leaders, line managers, heads of departments, health and safety officers.
- 4. Documentation to include either manual and/or computer based recording systems.
- 5. Hazards are something with the potential to cause harm, a risk is the likelihood of a hazard's potential being realized. 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.
- 6. Regulations and guidelines to include all relevant health, safety and environmental regulations, company procedures / guidelines, standard operating procedures national and organisational standards, site procedures and specific organisational requirements.

ELEMENT 2.07.4 ISSUE STOCK

PERFORMANCE STATEMENTS

You must:

- a) Check that requisition forms for laboratory materials and equipment are complete and include all relevant details.
- b) Ensure that the identity and quantity of items and materials issued matches the requisition.
- c) Record stock issue and update stock records accurately using the appropriate **documentation**.
- d) Take **appropriate action** in the event of abnormal occurrences or malfunctions to minimise **hazards**, loss of materials and report the occurrences to the **relevant people**.
- e) Work safely at all times, complying with health and safety, environmental and other relevant **regulations and guidelines**

SCOPE OF THIS ELEMENT

1. Documentation to include either manual and/or computer based recording / requisition systems.
2. Appropriate action to include any action taken relating to either materials, personnel and /or equipment within the limits of your responsibility. To include at least three of the following: disposing of outdated and / or redundant stock, storage and disposal of equipment, materials and waste according to standard operating procedures.
3. Hazards are something with the potential to cause harm, a risk is the likelihood of a hazard's potential being realized. 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.
4. Relevant people to include at least one of the following, colleagues, supervisors, team leaders, line managers, heads of departments, health and safety officers.
5. Regulations and guidelines to include all relevant health, safety and environmental regulations, 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 codes of practice/ working practices and why it is important to follow them at all times
5. What standard operating procedures apply and why it is important to follow them
6. What risk assessment procedures may be used
7. How to identify and deal with hazardous materials and / or equipment
8. What conditions may be required in storage areas
9. Where and what are the designated storage areas
10. What different types of storage is required for different materials and equipment
11. What ordering methods are used
12. How to gain authorisation if necessary
13. How to follow up and check orders and why it is important to do this
14. What documentation is to be used
15. How to operate both manual and computer based systems
16. How to issue stock and what documentation to use
17. What the recording procedures are
18. How to access specialist information on storage of items
19. How to identify problems
20. What action to take
21. Who are the relevant people

UNIT 2.13 WORK IN ASEPTIC OR CLEAN ROOM CONDITIONS

This unit addresses the competence required to work in aseptic or clean room conditions. This involves:

- strict adherence to procedures
- preparing to work in aseptic or clean rooms
- working correctly in aseptic or clean rooms
- maintaining your own and other's safety while working

There are two elements in this unit, each of which has performance standards and a knowledge base associated with it.

2.13.01 Prepare for work in aseptic or clean room conditions

2.13.02 Work correctly in aseptic or clean room conditions

There is also a glossary of terms which appear within the unit and have a specific meaning.

ASSESSMENT REQUIREMENTS

All performance statements must be met and assessed as required by the Assessment Strategy. The use of simulation can be used only in the situations defined below*, in the assessment of this unit. Workplace performance evidence is mandatory for the rest of unit.

- *• where safety factors are important
- when a particular work activity does not happen very often

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.

Glossary of terms

The following terms have a specific meaning in this unit and are highlighted where they appear in the performance standards. In the context of NVQ/SVQ assessment, awarding bodies are required to make sure that a candidate's evidence of performance from the workplace demonstrates that their work is consistent with these terms as defined here.

Materials / products

May include solids, liquids and gases. Some may be hazardous.

Specification / instructions

The set of instructions which describe the work to be carried out.

PPE

Personal protective equipment, to include clothing and footwear specified as appropriate for the conditions of work.

Scrub up/cleaning procedure

The procedure that is specified by the organisation as being appropriate for the conditions of work

Problems

These can relate to either clothing, materials and or, equipment.

Corrective actions

May include, request assistance and shutdown

Documentation

Includes any relevant documentation.

Health, safety and Environmental legislation

To be aware of all relevant legislation, and company policy including disposal of waste

ELEMENT 2.13.01 PREPARE FOR WORK IN ASEPTIC OR CLEAN ROOM CONDITIONS

PERFORMANCE STATEMENTS

You must:

1. Check that you have the required work **instructions** and that they are clear and complete
2. Ensure that the **PPE** is correct and complete
3. Follow any **scrub up procedures** correctly
4. Put on the **PPE** correctly
5. Leave the changing room in a clean and tidy condition
6. Complete any **documentation** correctly
7. Pass information when required to the appropriate person
8. Deal promptly with any **problems** that arise, reporting any which you cannot solve
9. Follow safe working procedures at all times

To do this you need to know

- a) the meaning of terms used in work instructions
- b) how to check that you have the required PPE
- c) what scrub up and personal cleaning procedures need to be completed
- d) how to handle the PPE and put it on correctly
- e) why it is important to leave the changing room in a tidy condition
- f) why it is important to complete documentation accurately and legibly
- g) when and who to pass information to
- h) your personal responsibilities with regard to health, safety and environment at work
- i) how to deal with typical problems and who to report unsolvable problems to
- j) what documentation to use and what information needs to be recorded

ELEMENT 2.13.02 WORK CORRECTLY IN ASEPTIC OR CLEAN ROOM CONDITIONS

PERFORMANCE STATEMENTS

You must:

1. Select samples for in process checking according to **instructions** at specified intervals
2. Check and document the results of the in process checks accurately
3. Transfer the information to the appropriate person/department
4. Deal with breakages and machine breakdowns according to standard company procedure
5. Maintain the sterility of the materials/products during breakdown
6. Clear away any damaged or unusable materials/products
7. Dispose of waste according to policy guidelines
8. Complete any **documentation** clearly and accurately
9. Deal promptly with any **problems** in the procedure that are your responsibility
10. Inform the appropriate person of any **problems** you cannot solve and/or are not your responsibility
11. Work safely at all times with regard to **materials**, equipment and personal safety
12. Complete all necessary **documentation**

To do this you need to know

- a) how to select samples correctly
- b) how to document and check the results of the samples
- c) who to transfer the information to
- d) how to deal with breakages and breakdowns in the aseptic /clean room
- e) how to maintain the sterility of the product during breakdown
- f) how to clear away damaged and/or unusable components/materials
- g) methods of waste disposal
- h) what types of problem may occur and how to deal with them
- i) when and how to take corrective action
- j) who to inform if you cannot solve a problem and/or it is not your responsibility
- k) your personal responsibilities with regard to health, safety and environment methods of documentation that are used