

Specification of Competency Standards
for the Testing, Inspection and Certification Industry
Unit of Competency

Functional Area - Testing Operations

Title	Supervise laboratory / on-site testing
Code	105767L5
Range	The unit of competency (UoC) covers the abilities to supervise testing operators performing testing activities in the laboratory / testing and investigations on site, monitor and optimise operational performance to ensure that products and services meet customer expectations.
Level	5
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of laboratory / on-site testing and key performance indicators of testing services</p> <ul style="list-style-type: none"> • Explain the standard operating procedures and technical details of sampling, testing, equipment and instrumentation within the work area. • Specify the legislation, standards and accreditation requirements relevant to laboratory / on-site testing. • Employ the principles of operational planning, efficient resource use and key performance indicators. • Command problem solving techniques, mentoring and coaching techniques and contingency planning skills. <p>2. Supervise and monitor laboratory / on-site testing</p> <ul style="list-style-type: none"> • Ensure that testing personnel follow all relevant procedures, regulations and standards. • Confirm that all technical work is performed in accordance with relevant standards, standard operating procedures and schedules. • Ensure that analytical results/data are checked, collated and distributed in accordance with enterprise requirements. • Monitor testing and sampling procedures for quality control in accordance with enterprise requirements. • Identify and resolve complex problems by using agreed problem solving strategies and act to prevent their recurrence. • Provide coaching and mentoring to support personnel who have difficulties in meeting targets for performance and/or resource usage. • Establish and maintain effective communication with all personnel and clients to ensure smooth and efficient operations. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure that testing personnel are competent to perform required tasks accurately and safely and organise training if required. • Identify health and safety risks associated with testing operations and promote the use of safe work procedures and protective equipment.
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • supervise laboratory / on-site testing operations and personnel so that planned outcomes are achieved within agreed resource and performance parameters without compromising safety, quality and ethics, • monitor outputs, analyse processes, introduce ways to improve operations and motivate personnel to improve performance.
Remark	