
Overview

This standard covers the competences you need to evaluate and provide scientific or technical assistance for learning activities in accordance with approved procedures and practices.

You will be required to demonstrate that you can use accurate and appropriate sources of support to provide scientific or technical assistance when requested in accordance with the relevant workplace procedures.

The activity is likely to be undertaken by someone in a science related work setting, including individuals working in hospitals, scientific laboratories, schools and universities.

Performance criteria

- You must be able to:*
- P1 ensure that your work is carried out in accordance with workplace procedures
 - P2 use safe practices and the appropriate personal protection equipment (PPE) when performing scientific or technical activities
 - P3 receive requests for scientific or technical assistance and respond to them correctly
 - P4 maintain scientific or technical information that is accurate and sufficient
 - P5 evaluate accurately your scientific or technical capacity to meet the required assistance
 - P6 use appropriate sources of support to provide scientific or technical assistance
 - P7 provide the appropriate assistance as requested to the appropriate people
 - P8 work safely at all times, complying with health and safety, environmental and other relevant regulations and guidelines
 - P9 communicate the required information about the work done, to authorised people, in accordance with departmental and organisational procedures

Knowledge and understanding

- You need to know and understand:*
- K1 the health and safety requirements of the area in which you are carrying out the scientific or technical activities
 - K2 the implications of not taking account of legislation, regulations, standards and guidelines when conducting scientific or technical activities
 - K3 the scientific or technical techniques and processes you must use correctly in the workplace
 - K4 the importance of wearing protective clothing, gloves and eye protection for scientific or technical activities
 - K5 the importance of correct identification, and any unique workplace coding system
 - K6 the organisational requirements for maintaining the security of the workplace
 - K7 the lines of communication and responsibilities in your department, and the links with the rest of the organisation
 - K8 the limits of your own authority and to whom you should report if you have problems that you cannot resolve
 - K9 the processes involved in establishing and meeting customer requests
 - K10 the procedures for making requests
 - K11 the format used for standard operating procedures
 - K12 the range of facilities and services which can be provided
 - K13 how to evaluate the materials and equipment that are appropriate to the provision of technical services
 - K14 how to access information sources
 - K15 the range of support that can be used to provide technical assistance
 - K16 the documentation that should be used and why it is important to complete it accurately
 - K17 the methods that are used for obtaining, storing and retrieving information
 - K18 how to evaluate the resources needed to deliver support
 - K19 the methods that should be used for recording outcomes
 - K20 the evaluation criteria that should be used that is relevant to customer requirements
 - K21 the actions that should be taken in circumstances where a request cannot be met
 - K22 the document control and reporting procedures that should be used
 - K23 the reasons why effective communication is important, and the methods used for communicating effectively

Scope/range

1. discuss the response to requests for scientific or technical assistance with one of the following people:
 - 1.1 supervisor
 - 1.2 team leader
 - 1.3 health and safety officer
 - 1.4 manager
 - 1.5 head of department
 - 1.6 teacher or trainer

2. provide technical assistance for two of the following situations:
 - 2.1 technical support for a procedure
 - 2.2 problem diagnosis and solution
 - 2.3 technical advice and guidance
 - 2.4 introduction of new equipment
 - 2.5 introduction of new process
 - 2.6 investigating a defective product or piece of equipment
 - 2.7 evaluating the possible use of a new raw material within an existing process

3. maintain technical information from one of the following sources:
 - 3.1 changes in legislation
 - 3.2 new methods and techniques
 - 3.3 finding from internal activities

4. use two of the following sources of support to provide assistance:
 - 4.1 scientific or technical documents
 - 4.2 new curriculum
 - 4.3 student/learner assessments
 - 4.4 new or changes in a scheme of work
 - 4.5 workplace guidelines or procedures
 - 4.6 external specialist/associate

5. record and communicate details of work done, to the appropriate people, using:
 - 5.1 verbal report plus one method from the following:
 - 5.2 written or typed report
 - 5.3 computer-based record
 - 5.4 specific workplace documentation
 - 5.5 electronic mail

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