

Manage and monitor the work of scientific or technical teams

Overview

This standard covers the competence you will need to manage and monitor the work of scientific or technical teams in accordance with approved procedures and practices.

You will be required to demonstrate and manage the work of scientific or technical teams, in accordance with approved procedures and practices. You will be expected to identify and use relevant business, scientific or technical understanding and methods and skills to address workplace problems that are well defined but complex and non-routine in accordance with 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.

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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 set out and positively communicate the department goals and each team's objectives to team leaders
 - P4 involve team leaders in planning how their team will achieve its scientific or technical objectives
 - P5 ensure that each team leader has personal work objectives and understands how achieving these will contribute to achievement of the workplace objectives
 - P6 encourage and support team leaders to achieve their personal work objectives and those of their team
 - P7 provide recognition when individual and team objectives have been achieved
 - P8 help individuals and the team find solutions to problems and issues with objectives and the work environment
 - P9 encourage and recognise creativity and innovation within teams
 - P10 monitor progress and achievement against each team's agreed objectives for workplace activities
 - P11 present the results of the work done to the appropriate people, in accordance with departmental and organisational procedures

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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 and keeping confidential documents
 - K7 the workplace business aims and goals and the planning process
 - K8 the workplace organisational structure, its values and culture
 - K9 how your scientific or technical activities add value through delivering workplace products, services and processes
 - K10 the lines of communication and responsibilities in your department, and the links with the rest of the organisation
 - K11 the limits of your own authority and to whom you should report if you have problems that you cannot resolve
 - K12 the different ways in which you are set your agreed personal work objectives
 - K13 the different perspectives and approaches that are important when exercising autonomy or judgement about scientific or technical activities used
 - K14 the types of investigation initiated and used to review the effectiveness or appropriateness of methods, action and results of your scientific or technical work
 - K15 how to identify and assess the scientific or technical requirements of work roles
 - K16 the planning required for the teams and team leaders to achieve their workplace scientific or technical objectives
 - K17 how to set and monitor the work objectives and performance of teams
 - K18 how the quality, cost and delivery targets of teams are measured
 - K19 the types of support and advice that team leaders are likely to need
 - K20 the reporting procedure in the event of deviations from team plans
 - K21 the document control and reporting procedures that should be used
 - K22 the reasons why effective communication is important, and the methods used for communicating effectively

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Scope/range

1. discuss and agree your teams' workplace performance requirements 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. help your team leader's performance with the following:
 - 2.1 progress against objectives for workplace activities plus four from the following:
 - 2.2 technical support for a procedure
 - 2.3 introduction of new equipment
 - 2.4 problem diagnosis and solution
 - 2.5 introduction of new process
 - 2.6 technical advice and guidance
 - 2.7 a defective product or piece of equipment
 - 2.8 evaluating the possible use of a new raw material within an existing process

3. provide scientific or technical information from all of the following sources:
 - 3.1 changes in legislation
 - 3.2 new methods and techniques
 - 3.3 findings from internal activities

4. use the following sources of support to help your teams:
 - 4.1 budget v actual performance reports
 - 4.2 team meetings/discussion plus two of the following sources:
 - 4.3 scientific or technical documents
 - 4.4 new curriculum
 - 4.5 workplace guidelines or procedures
 - 4.6 student/learner assessments
 - 4.7 external specialist/associate
 - 4.8 new or changes in a scheme of work

5. agree scientific or technical work objectives with your teams with targets that are all of the following:
 - 5.1 specific
 - 5.2 achievable
 - 5.3 time-bound
 - 5.4 measurable
 - 5.5 realistic

6. record and communicate details of the work done, to the appropriate

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people, using:

6.1 verbal report plus one method from the following:

6.2 written or typed report

6.3 computer-based record

6.4 specific workplace documentation

6.5 electronic mail

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Developed by	Cogent
Version Number	2
Date Approved	February 2017
Indicative Review Date	February 2019
Validity	Current
Status	Original
Originating Organisation	SEMTA
Original URN	O45NLATA4-13
Relevant Occupations	Professional Occupations; Science Professionals; Science and mathematics Science; Science
Suite	LABORATORY AND ASSOCIATED TECHNICAL ACTIVITIES SUITE 4 2010
Keywords	laboratory, technical, LATA, manage, monitor, scientific, teams, judgement, procedure, defective, diagnose, solution