

S/AS

Laboratory Technician

Level 3 Apprenticeship Standard (ST0154)

End-Point Assessment Specification



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This guide describes the different types of end assessment tests, the test rules and who should be involved. Preparing for end assessment and working with SIAS are also covered.

SIAS is the science industry assessment service. It is part of the Cogent Skills Group. For further information about apprenticeship standards and Trailblazers please contact info@siasuk.com.

In this guide, the term “employer” is used to refer to the host employer, which is the company where the apprentice gains their competency experience. It does not refer to an organisation such as an Apprenticeship Training Agency (ATA) that has the employment contract with the apprentice.

Purpose of the Guide

The purpose of this Guide is to provide apprentices, employers, and training providers with guidance on the practices and processes of implementing end-point assessment (EPA) in line with the Laboratory Technician Standard and the end-point Assessment Plan. A copy of the Laboratory Technician end-point Assessment Plan can be downloaded from the Institute for Apprenticeships and Further Education (IfATE) website.

The guide will also provide details of the structure and end-point assessment strategy of the Laboratory Technician Standard allowing employers and training providers to best prepare their apprentices for assessment. Effective preparation of the apprentice enables the best opportunity for achievement.

Qualification Objective

The aim of this qualification is to ensure that the apprentice is occupationally competent against the knowledge, skills and behaviours outlined in the assessment plan for this standard.

This occupation is found in a wide range of organisations, including but not exclusively, chemical, primary and secondary pharmaceutical, biotechnology, formulated products, nuclear companies, and analytical science services, dental laboratories and educational establishments.

The broad purpose of the occupation is working at the forefront of technology to carry out both routine and one-off laboratory testing (and manufacturing where relevant) and perform a variety of technical support functions across the organisation.

In their daily work, an employee in this occupation interacts with the laboratory manager and colleagues, internal departments such as manufacturing, procurement and quality, internal customers such as medical staff, teaching staff and students, external suppliers and customers such as service engineers, delivery drivers, regulatory bodies and inspection teams e.g., HSE.

An employee in this occupation will be responsible for proactively finding solutions to problems and identifying areas for improving the business. Laboratory technicians are expected to work both individually and as part of a laboratory team. They are able to work with minimum supervision, taking responsibility for the quality and accuracy of their own work. In any context working safely and ethically is paramount and many companies operate under highly regulated conditions. Laboratory technicians therefore follow quality procedures to meet the requirements of quality standards relevant to their work.

Prior Learning and Qualifications

There are no requirements for previous knowledge or qualifications before a learner begins this qualification.

A Summary of Laboratory Technician End-Point Assessment

Full time apprentices will typically spend 24 months on-programme (before the gateway) working towards the occupational standard, with a minimum of 20% off-the-job training. All apprentices must spend a minimum of 12 months on-programme.

The EPA period should only start, and the EPA be arranged, once the employer is satisfied that the

three possible outcomes:

- Fail
- Pass
- Distinction

About Competence Evaluation

During the apprenticeship, regular evaluation of the competence of the apprentice against the apprenticeship standard will help to ensure that they achieve full occupational competence by the end of their training, and they are ready for end-point assessment. Confirmation from the employer that the apprentice is fully competent is needed before end-point assessment can take place.

As competence evaluation is an in-programme activity, the process that is used for this has not been mandated. It is for the employer supported by their training provider to decide how they wish to do this. To help with this SIAS has produced the SIAS Competence Tracker.

Competence Evaluation Log (CEL)

The evidence that the apprentice is ready for end-point assessment is the signed SIAS Competence Evaluation Log (CEL). The CEL covers the knowledge, skills and behaviours specified in the apprenticeship standard. The signed log shows that the apprentice has demonstrated to the employer they are fully competent at the end of their training. It has the same status as a qualification certificate. Along with the qualification certificates, a signed completed CEL is one of the mandated requirements for the Gateway.

What needs signing-off in the CEL?

Evidence of completion of the Gateway is a pre-requisite for participation in the end-point assessment. Confirmation that the apprentice has achieved at least Level 2 English and maths as well as being occupationally competent. The CEL captures this, but the supporting evidence must also be sent to SIAS. Any other evidence referred to in the CEL will only be verified by SIAS if there is some concern about the legitimacy of the authorisation of the CEL by the employer or the Assessor.

What happens if the CEL is lost?

The employer or their nominated agent should request a replacement CEL from SIAS. SIAS will issue a replacement CEL. There will be a charge for a replacement CEL.

Readiness for End-Point Assessment (EPA) - Gateway

Gateway refers to the requirements that need to be met before the employer can put forward their apprentice for EPA. It ensures that all apprentices have completed the mandatory aspects of the occupational standard, including any work that underpins specified assessment methods, and that employers believe the apprentice is occupationally competent at the point at which they enter the gateway.

Therefore, employers must satisfy themselves that apprentices are ready for EPA. The Laboratory Technician Gateway requirements state that apprentices must demonstrate that they meet the following criteria:

- Achieved a minimum of a Level 2 qualification in English and maths
- Satisfactory completion of the formal training plan agreed with the apprentice by the employer
- Have access to sufficient evidence in the form of an Evidence Portfolio to allow the apprentice to consistently demonstrate knowledge, skills and behaviours as described in the standard

This is further confirmed by the employer and apprentice completing, signing, and dating the SIAS Competence Evaluation Log (CEL) prior to EPA.

Planning for End-point Assessment

It is important to plan for end-point assessment at the start of the apprenticeship. The assessment plan for an apprenticeship standard contains an indicative timeline. Critically the apprentice's training plan must allow time for the end-point assessment and for the confirmation of the test results. The detailed planning for the end-point assessment will start in the final year of the apprenticeship. As the assessment day must take place in the apprentice's workplace and the employer must be involved in the planning and will need to work closely with SIAS.

Once the end-point assessment has been completed, the test outcomes will need to be reviewed by SIAS as part of its quality assurance process. The apprentice cannot complete and achieve their apprenticeship without passing the end-point assessment.

Assessment Methods

The apprentices' knowledge, skills and behaviours will be measured against those listed in the Apprenticeship Standard as detailed below:

1. Knowledge Test
2. Observation with Questioning
3. Structured Interview underpinned by a portfolio of evidence
- 4.

Knowledge Test

This occupation involves the need for memory recall of fundamental knowledge areas to ensure the role is carried out safely, accurately, and cost-effectively. Using a knowledge test assesses the ability for memory recall. Furthermore,

- it allows for the efficient testing of knowledge where there is a right or wrong answer
- allows for flexibility in terms of when it is taken

Apprentices must have a maximum of 75 minutes to complete the test.

The test will consist of 40 questions. These questions will consist of multiple-choice questions of which 5 will be questions based on a scenario / case study. The multiple-choice questions will have four options of which one will be correct.

The test is closed book which means that the apprentice cannot refer to reference books or materials. Apprentices must take the test in a suitably controlled environment that is a quiet space, free of distractions and influence, in the presence of an invigilator.

Any incorrect or missing answers must be assigned 0 marks. Correct answers will be assigned 1 mark.

The Knowledge Test is graded Pass or Fail.

KSBs Assessed	Fail	Pass
K6, K7, K8, K9, K11, K16, K18, K19, K20	0 – 27 out of 40 marks	28-40 out of 40 marks

KSBs to be assessed in the Knowledge Test

Ref	KSB to be assessed
Knowledge	
K6	The foundations of health and safety including responsibility for health and safety under Health & Safety at Work Act (HASWA)
K7	Risk assessment & control including Control of Substances Hazardous to Health assessments (COSHH) and Safety Data Sheets
K8	Safe manual handling procedures including Display Screen Equipment (DSE)
K9	Hazardous area classification & Dangerous Substances and Explosive Atmosphere Regulations (DSEAR) and how they apply within area of responsibility
K11	Laboratory health and safety and compliance with legal, regulatory, ethical requirements including the management and control of laboratory waste and the handling and disposal of chemical substances
K16	The reason for laboratory investigations including out of specification results
K18	The principles of Laboratory Information Management systems (digital or paper based)
K19	The principles of root cause analysis
K20	The key principles of continuous improvement and how workplace organisation techniques can be applied to improve workflow

Observation with Questioning

Apprentices must be observed by a SIAS End-point Assessor completing work in their normal workplace, in which they will demonstrate the KSBs assigned to this assessment method. SIAS will arrange for the observation to take place, in consultation with the employer. This scheduling should consider what activities are required to be happening within the workplace to best facilitate the observation.

One End-point Assessor may observe up to a maximum of one apprentice at any one time, to allow for quality and rigour.

The observation will take 3 hours. The observation may be split into discrete sections held over a maximum of 1 working day. The length of a working day is typically considered to be 7.5 hours. The End-point Assessor has the discretion to increase the time of the observation by up to 10% to allow the apprentice to complete a task at the end of this component of the EPA.

In advance of the observation, apprentices must be provided with information on the format of the observation, including timescales.

The observation must be of the preparation and performance of a laboratory experiment, test, or task, following specified methodologies to provide reliable, accurate data.

The following activities **MUST** be observed during the observation:

- Working safely
- Following procedures / work instructions
- Complying with regulations
- Following quality systems

The End-point Assessor must be unobtrusive whilst conducting the observation. Questions must be asked after the observation is complete. The End-point Assessor will ask a minimum

of 5 questions in a time period not exceeding 20 minutes. They may ask additional follow up questions where clarification is required. The purpose of the questioning is to assess or clarify underpinning knowledge and behaviours based on what the End-point Assessor has observed and to assist in determining whether the apprentice has reached pass criteria. Questioning should take place in a quiet room, free from distractions and influence. The questioning will take place after the observation is complete and the 20 minutes allowed for the questioning is in addition to the 3 hours allowed for the observation.

There may be breaks during the observation to allow the apprentice to move from one location to another or for comfort breaks as required. During these breaks, the clock must be stopped and restarted to ensure that the assessment duration is not reduced. Should the assessment need to be stopped due to a situation arising in the working environment (e.g., fire alarm) the End-point Assessor has the discretion to re-start the observation in another area and / or assign an appropriate break until the situation is resolved.

The Observation will be graded Pass or Fail.

KSBs	Fail	Pass
K1, K2 K13, K22 S1, S2, S4, S5, S6, S7, S9, S15 B3, B5	Does not meet the pass criteria	<p>P1 Applies regulatory health and safety procedures in performing and preparing laboratory experiments (K1, S1, S5)</p> <p>P2 Demonstrates use of a Laboratory Information Management System and explains the requirements for storage and handling of data in the context of their role and the regulatory guidance and (K2, S15)</p> <p>P3 Applies resource efficiency to energy, water, and waste in the workplace. (K13, S4)</p> <p>P4 Manages scientific equipment e.g., cleaning, calibration, and equipment faults according to organizational policies and procedures. (K22, S2)</p> <p>P5 Prepares for and performs a laboratory experiment, test or task following specified methodologies to provide reliable, accurate data (S6, S7)</p> <p>P6 Assumes responsibility for initiating and completing tasks in compliance with quality and safety standards, challenging unsafe working practices where appropriate. (B3)</p> <p>P7 Demonstrates document completion (S9)</p> <p>P8 Demonstrates time management in the completion of work. (B5)</p>

KSBs to be assessed in the Observation with Questioning

Ref	KSB to be assessed
Knowledge	
K1	The quality procedures to meet the requirements of quality standards relevant to the workplace
K2	How to safely store and handle data in line with national and international data protection and cyber security regulations that apply to the role and employer processes.
K13	How to apply the concepts of resource efficiency to energy, water, and waste in the workplace.

Ref	KSB to be assessed
K22	Scientific equipment management including maintenance e.g., cleaning, calibration, recognising equipment faults and when to escalate.
Skills	
S1	Comply with health and safety policies and procedures including HASWA, COSHH, risk assessments, use of personal protective equipment (PPE), manual handling, emergency procedures
S2	Maintain excellent housekeeping, in accordance with organisation Standard Procedures
S4	Identify, organise, and use resources effectively to complete tasks applying the concepts of resource efficiency e.g., energy, water, and waste
S5	Adhere to internal and external regulatory requirements e.g., GLP, GMP, GDP
S6	Prepare for, and perform, laboratory experiments, tests or tasks following any specified methodologies to provide reliable, accurate data e.g., weighing, pipetting, filtering, spectroscopic techniques, chromatography techniques
S7	Demonstrate technical competence in the use of specified instruments and equipment
S9	Complete documentation accurately.
S15	Use Laboratory Information Management systems to support their work.
Behaviours	
B3	Ability to work independently and take responsibility for initiating and completing tasks in compliance with quality and safety standards, challenging unsafe working practices where appropriate
B5	Time management and ability to complete work to agreed schedule

Structured Interview underpinned by a portfolio of evidence

This assessment will take the form of an interview which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. The apprentice will use their portfolio to support their responses.

The End-point Assessor will conduct and assess the interview.

The interview must last for 75 minutes and contain a minimum of 20 questions. The End-point Assessor has the discretion to increase the time of the structured interview by up to 10% to allow the apprentice to complete their last answer.

During this method, the End-point Assessor must combine questions from SIAS's question bank and those generated by themselves.

The structured interview will be conducted as set out here:

The structured interview is used to explore the areas of knowledge that would vary between organisations e.g., local procedures and skills / behaviours that may not naturally occur in the observation.

The contents of the portfolio of evidence will influence the questions selected; the End-point Assessor will review the portfolio of evidence and then select areas they wish the apprentice to expand on with reference to the identified grading descriptors. The apprentice can use the portfolio of evidence as an aide memoire and to support answers being given.

The structured interview should take place in a quiet room, free from distractions and influence.

Due to the number of specialisms this apprenticeship covers, a technical expert will be available to the End-point Assessor for consultation. The technical expert cannot be from the employer in order to maintain independence and they are only required if the End-point Assessor does not have the technical expertise required to accurately assess the apprentice in a specialist area.

KSBs	Fail	Pass	Distinction
<p>K3, K4, K5, K10, K12, K14, K15, K17, K21</p> <p>S3, S8, S10, S11, S12, S13, S14, S16, S17, S18, S19</p> <p>B1, B2, B4, B6, B7, B8</p>	Does not meet the pass criteria	<p>P1 Outlines and applies simple statistical techniques for data presentation. (K3, S12, S14)</p> <p>P2 Identifies and selects methods of communication appropriate to the context (B1)</p> <p>P3 Describes and explains problem solving techniques and applies solutions. Explains how to recognise and call attention to anomalous or unusual results (K4, S13, S19)</p> <p>P4 Identifies and describes ethical practice and codes of conduct operating within the business environment the organisation operates in. (K5)</p> <p>P5 Describes and explains safety systems and procedures. (K10)</p> <p>P6 Gives an example of when they have ordered stocks of laboratory materials (K12, S3)</p> <p>P7 Describes the internal and external regulations pertinent to the sponsoring company & relative specialism in which they operate (K14, K15)</p> <p>P8 Describes internal and external regulatory requirements (K14, K15)</p> <p>P9 Describes how to report faults and seek diagnostic advice and demonstrates the maintenance of equipment (K17, S8)</p> <p>P10 Identifies theoretical knowledge relevant to their sector and demonstrates the</p>	<p>D1 Evaluates and interprets the results of statistical techniques. (K3, S12)</p> <p>D2 Explains the benefits of sharing results to support organisational continuous improvement. Analyses and evaluates problem solving technique solutions (K4, S13, S19)</p> <p>D3 Critically evaluates non-compliance with organisational codes of conduct and ethical practice (K5)</p> <p>D4 Explains the impact of stock control processes on the organisation. (K12, S3)</p> <p>D5 Analyses and evaluates noncompliance with internal and external regulations (K14, K15)</p> <p>D6 Analyses the effect of poorly calibrated equipment on their work (K17)</p> <p>D7 Critically analyses schemes which improve workplace systems and processes (S18)</p>

KSBs	Fail	Pass	Distinction
		<p>use of information from scientific sources. (K21, S17)</p> <p>P11 Demonstrates participation in schemes which improve workplace systems and processes (S18)</p> <p>P12 Demonstrates accurate record keeping. (S10)</p> <p>P13 Demonstrates the preparation of reports using appropriate software packages (S11, S14)</p> <p>P14 Addresses non-routine problems with samples and instrumentation. (S16)</p> <p>P15 Interacts with others when working in a team and respects equality and diversity (B2, B4)</p> <p>P16 Reflects on and adapts to change. (B6)</p> <p>P17 Acts independently to identify and participate in CPD which addresses their own development needs. (B7)</p> <p>P18 Demonstrates reliability, integrity & respect for confidentiality on work related & personal matters (B8)</p>	

KSBs to be assessed in the Structured Interview

Ref	KSB to be assessed
Knowledge	
K3	How to apply statistical techniques for data processing and presentation. e.g., calculation of median, standard deviation, produce graphs
K4	How to recognise problems and apply appropriate scientific methods to identify causes and achieve solutions.
K5	The business environment in which the company operates including personal role within the organisation, ethical practice, and codes of conduct.
K10	Site and local safety (including fire and electrical), first aid and emergency management systems and procedures.
K12	How to order and control stocks of laboratory materials where required

Ref	KSB to be assessed
K14	Internal regulations pertinent to the sponsoring company & relative specialism in which they operate (e.g., Good Laboratory Practice (GLP), Good Manufacturing Practice (GMP), Good Documentation Practice (GDP))
K15	The external regulatory requirements pertinent to the sponsoring company & relative specialism in which they operate e.g., Medicines & Healthcare Regulation Authority (MHRA), Food and Drug Administration (FDA), Office for Nuclear Regulation (ONR)
K17	Error reporting and correction techniques e.g., for traceability
K21	Theoretical knowledge of named / recognised scientific subject appropriate to the workplace and sector e.g., such as found in the dental, pharmacology sectors.
Skills	
S3	Order and control stocks of laboratory materials where required
S8	Report faults and seek diagnostic advice to maintain equipment in good working order, including calibration where required
S10	Keep accurate records of laboratory work undertaken and results
S11	Contribute to the preparation of reports.
S12	Use simple statistical techniques for data presentation and evaluation e. g calculation of median and standard deviation, production of graphs
S13	Demonstrate problem solving techniques including identification of sources of error and how they can be reduced e.g., human error
S14	Use standard software packages and applications e.g., Microsoft office suite
S16	Address non-routine problems with samples and instrumentation, within defined areas
S17	Identify relevant information from scientific sources e.g., supervisors, literature etc. in order to contribute to solutions
S18	Participate in continuous performance improvement of systems and processes relevant to the work environment e.g., workplace organisation techniques, accreditation (e.g., ISO, UKAS) and proficiency testing.
S19	Evaluate data, recognise, and call attention to anomalous or unusual results
Behaviours	
B1	Effective communication using a range of skills
B2	Effective teamwork
B4	An understanding of impact of their work on others, especially where related to diversity and equality
B6	Ability to adapt to change
B7	Continuing Professional Development (CPD): Accountability of own development needs, undertaking CPD.
B8	Demonstrate reliability, integrity & respect for confidentiality on work related & personal matters

Final Grade

All EPA methods must be passed for the EPA to be passed overall.

A pass in the knowledge test and observation and distinction in the structured interview is required for an overall distinction grade.

A pass in all 3 methods is required for an overall pass grade.

A fail in 1 or more methods will result in an overall fail grade

Grades from individual assessment methods should be combined in the following way to determine the grade of the EPA as a whole:

Knowledge Test	Observation with Questioning	Structured Interview	Overall Grading
Fail	Any Grade	Any Grade	Fail
Any Grade	Fail	Any Grade	Fail
Any Grade	Any Grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Distinction

Moderation

SIAS will undertake moderation of End-point Assessors and technical experts' decisions through observations and examination of documentation on a risk sampling basis, i.e., a minimum of 20% for experienced End-point Assessors and 100% for new End-point Assessors or where inconsistencies have been identified or where the End-point Assessor has been recruited from the employer due to site requirements. Results cannot be confirmed until moderation has been completed.

Re-takes / re-sits

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

An apprentice who fails an assessment method, and therefore the EPA in the first instance, will be required to re-sit or re-take any failed assessment methods only.

Re-sits are typically completed within 2 months of the fail notification and retakes are typically completed within 4 months of the fail notification.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless SIAS determines there are exceptional circumstances requiring a re-sit or re-take.

Certification

The outcomes from the end-point assessment will be reviewed and a grade conferred by SIAS in accordance with SIAS QA procedures, which are available from SIAS. SIAS will notify the employer of the outcome of each of the assessments.

SIAS will apply for the apprentice's certificate, which will be sent to the employer. The certificate confirms that the apprentice has passed the end-point assessment, has demonstrated full competency across the standard and is job-ready.

Mapping of knowledge, skills, and behaviours

Key:	
Knowledge Test	KT
Observation with Questioning	OB
Structured Interview	SI

Ref	KSB to be assessed	Assessment Method
Knowledge		
K1	The quality procedures to meet the requirements of quality standards relevant to the workplace	OB
K2	How to safely store and handle data in line with national and international data protection and cyber security regulations that apply to the role and employer processes.	OB
K3	How to apply statistical techniques for data processing and presentation. e.g., calculation of median, standard deviation, produce graphs	SI
K4	How to recognise problems and apply appropriate scientific methods to identify causes and achieve solutions.	SI
K5	The business environment in which the company operates including personal role within the organisation, ethical practice, and codes of conduct.	SI
K6	The foundations of health and safety including responsibility for health and safety under Health & Safety at Work Act (HASWA)	KT
K7	Risk assessment & control including Control of Substances Hazardous to Health assessments (COSHH) and Safety Data Sheets	KT
K8	Safe manual handling procedures including Display Screen Equipment (DSE)	KT
K9	Hazardous area classification & Dangerous Substances and Explosive Atmosphere Regulations (DSEAR) and how they apply within area of responsibility	KT
K10	Site and local safety (including fire and electrical), first aid and emergency management systems and procedures.	SI
K11	Laboratory health and safety and compliance with legal, regulatory, ethical requirements including the management and control of laboratory waste and the handling and disposal of chemical substances	KT
K12	How to order and control stocks of laboratory materials where required	SI
K13	How to apply the concepts of resource efficiency to energy, water, and waste in the workplace.	OB
K14	Internal regulations pertinent to the sponsoring company & relative specialism in which they operate (e.g., Good Laboratory Practice (GLP), Good Manufacturing Practice (GMP), Good Documentation Practice (GDP))	SI
K15	The external regulatory requirements pertinent to the sponsoring company & relative specialism in which they operate e.g., Medicines	SI

	& Healthcare Regulation Authority (MHRA), Food and Drug Administration (FDA), Office for Nuclear Regulation (ONR)	
K16	The reason for laboratory investigations including out of specification results	KT
K17	Error reporting and correction techniques e.g., for traceability	SI
K18	The principles of Laboratory Information Management systems (digital or paper based)	KT
K19	The principles of root cause analysis	KT
K20	The key principles of continuous improvement and how workplace organisation techniques can be applied to improve workflow	KT
K21	Theoretical knowledge of named / recognised scientific subject appropriate to the workplace and sector e.g., such as found in the dental, pharmacology sectors.	SI
K22	Scientific equipment management including maintenance e.g., cleaning, calibration, recognising equipment faults and when to escalate.	OB
Skills		
S1	Comply with health and safety policies and procedures including HASWA, COSHH, risk assessments, use of personal protective equipment (PPE), manual handling, emergency procedures	OB
S2	Maintain excellent housekeeping, in accordance with organisation Standard Procedures	OB
S3	Order and control stocks of laboratory materials where required	SI
S4	Identify, organise, and use resources effectively to complete tasks applying the concepts of resource efficiency e.g., energy, water, and waste	OB
S5	Adhere to internal and external regulatory requirements e.g., GLP, GMP, GDP	OB
S6	Prepare for, and perform, laboratory experiments, tests or tasks following any specified methodologies to provide reliable, accurate data e.g., weighing, pipetting, filtering, spectroscopic techniques, chromatography techniques	OB
S7	Demonstrate technical competence in the use of specified instruments and equipment	OB
S8	Report faults and seek diagnostic advice to maintain equipment in good working order, including calibration where required	SI
S9	Complete documentation accurately.	OB
S10	Keep accurate records of laboratory work undertaken and results	SI
S11	Contribute to the preparation of reports.	SI
S12	Use simple statistical techniques for data presentation and evaluation e. g calculation of median and standard deviation, production of graphs	SI
S13	Demonstrate problem solving techniques including identification of sources of error and how they can be reduced e.g., human error	SI
S14	Use standard software packages and applications e.g., Microsoft office suite	SI
S15	Use Laboratory Information Management systems to support their work.	OB
S16	Address non-routine problems with samples and instrumentation, within defined areas	SI

S17	7 Identify relevant information from scientific sources e.g., supervisors, literature etc. in order to contribute to solutions	SI
S18	Participate in continuous performance improvement of systems and processes relevant to the work environment e.g., workplace organisation techniques, accreditation (e.g., ISO, UKAS) and proficiency testing.	SI
S19	Evaluate data, recognise, and call attention to anomalous or unusual results	SI
Behaviours		
B1	Effective communication using a range of skills	SI
B2	Effective teamwork	SI
B3	Ability to work independently and take responsibility for initiating and completing tasks in compliance with quality and safety standards, challenging unsafe working practices where appropriate	OB
B4	An understanding of impact of their work on others, especially where related to diversity and equality	SI
B5	Time management and ability to complete work to agreed schedule	OB
B6	Ability to adapt to change	SI
B7	Continuing Professional Development (CPD): Accountability of own development needs, undertaking CPD.	SI
B8	Demonstrate reliability, integrity & respect for confidentiality on work related & personal matters	SI

Further Information

For information about SIAS policies, quality assurance, re-sits, appeals, complaints and general enquiries please see our website: www.siasuk.com

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