

SEMLATA2-02 - H00A 04

Maintain effective and efficient working relationships for scientific or technical activities



Overview

This unit covers the competences you need to maintain effective and efficient working relationships in a workplace where scientific or technical activities are performed, in accordance with approved procedures and practices. You will be expected to identify and use relevant understanding, methods and skills to complete tasks and address problems that, whilst well defined, have a measure of complexity. You will be expected to initiate and complete tasks and procedures as well as exercise autonomy and judgement within specified parameters. You will also be aware of different perspectives or approaches used within the workplace.

On completion of workplace activities, you will be required to show you have addressed problems that, whilst well defined, may be complex and non-routine. You will be expected to show you have identified, selected and used appropriate scientific or technical skills, methods and procedures. You will use appropriate investigation to inform actions and review how effective these methods have been.

Your responsibilities will require you to comply with organisational policy and procedures for the scientific or technical activities undertaken, and to report any problems with the activities, materials or equipment that you cannot personally resolve, or that are outside your permitted authority, to the relevant people. You will be expected to initiate and complete scientific or technical tasks and procedures, including, where relevant, taking responsibility for supervising or guiding others. You will be expected to exercise autonomy and judgement within limited parameters, taking personal responsibility for your own actions and for the quality and accuracy of the work that you carry out. You will be expected to work to instructions, with a minimum of supervision, either on your own or as part of a team

Your underpinning knowledge will enable you to use factual, procedural and theoretical understanding to complete workplace tasks and address problems that, whilst well defined, may be complex and non-routine. You will be able to interpret and evaluate relevant workplace information and ideas. You will have an understanding of the scientific or technical process used, and its application, and will know about the equipment, materials and consumables in adequate depth to provide a sound background for carrying out the activities to the required specification.

You will understand the safety precautions required when carrying out scientific or technical activities. You will be required to demonstrate safe working practices throughout, and will understand the responsibility you owe to yourself and others in the workplace.

SEMLATA2-02 - H00A 04

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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 clothing and equipment (PPE) when doing scientific or technical activities
- P3 establish and maintain effective working relationships in the workplace
- P4 meet workplace standards for timekeeping, appearance and behaviour
- P5 deal with disagreements in an amicable and constructive way, so that good relationships are maintained
- P6 maintain communication with others, to ensure that they are kept informed about any work plans or activities which may affect them
- P7 be aware of the limits of your skills, and seek assistance from others in a polite and courteous way without causing undue disruption to normal work activities
- P8 review your personal performance and development, with the appropriate people, at regular intervals
- P9 communicate the required information about the work done, to authorised people, in accordance with departmental and organisational procedures

SEMLATA2-02 - H00A 04

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Knowledge and understanding

You need to know and understand:

Sector specific

- 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

You need to know and understand:

Organisation specific

- 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 interactions which take place between your scientific or technical speciality and others where the same speciality is used
- K7 how your scientific or technical work activities may affect others within the department and the workplace
- K8 the lines of communication and responsibilities in your department, and their links with the rest of the organisation
- K9 the limits of your own authority and to whom you should report if you have problems that you cannot resolve

You need to know and understand:

Equipment/Process specific

- K10 the lines of accountability within the department
- K11 the reasons why good working relationships are important
- K12 how to create and maintain good working relationships
- K13 the methods of working effectively with others
- K14 the problems that can affect relationships in the workplace
- K15 the procedures for dealing with disagreements within the workplace
- K16 the departmental performance review process, and your role in this process
- K17 the reasons why effective communication is important, and the methods used for communicating effectively

SEMLATA2-02 - H00A 04

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Additional Information

**Scope/range
related to
performance
criteria**

You must be able to:

1. sustain positive working relationships by all of the following:
 - 1.1 working in teams
 - 1.2 being cooperative and flexible
 - 1.3 supporting others
 - 1.4 providing clear and accurate information
2. maintain working relationships with **two** of the following:
 - 2.1 colleagues in your own working group
 - 2.2 colleagues outside your normal working group
 - 2.3 supervisors/managers
 - 2.4 persons external to your organisation
 - 2.5 more senior professionals/scientists
3. review personal development objectives and targets, to include **one** of the following:
 - 3.1 dual or multi-skilling
 - 3.2 increased responsibility
 - 3.3 training on new equipment/technology
 - 3.4 other specific requirements
 - 3.5 understanding of company working practices, procedures, plans and policies
4. record details of work done, and communicate the details to the appropriate people, using:
 - 4.1 verbal reportplus **one** method from the following:
 - 4.2 written or typed report
 - 4.3 computer-based record
 - 4.4 specific company documentation
 - 4.5 electronic mail

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