



## National Unit Specification: general information

**UNIT** Life Science Industries: An Induction (SCQF level 5)

**CODE** F845 11

### SUMMARY

This Unit is designed for candidates interested in working in the life sciences sector. Knowledge and understanding of issues and processes relevant to this sector will be developed and assessed, along with important practical techniques.

### OUTCOMES

- 1 Investigate and describe a life science company.
- 2 Describe the role of regulation and quality assurance in a life science company.
- 3 Describe the key principles of customer care in a life science company.

### RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates would normally be expected to have attained one of the following, or equivalent:

- ◆ Numeracy, Communications and IT at SCQF level 4, or equivalent

### CREDIT VALUE

1 credit at SCQF level 5 (6 SCQF credit points at SCQF level 5\*).

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

---

### Administrative Information

**Superclass:** RH

**Publication date:** November 2009

**Source:** Scottish Qualifications Authority

**Version:** 01

© Scottish Qualifications Authority 2009

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

Additional copies of this Unit Specification can be purchased from the Scottish Qualifications Authority. Please contact the Customer Contact Centre, telephone 0845 279 1000.

## **National Unit Specification: general information (cont)**

**UNIT** Life Science Industries: An Induction (SCQF level 5)

### **CORE SKILLS**

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes of this Unit Specification.

There is no automatic certification of Core Skills or Core Skill component in this Unit.

## **National Unit Specification: statement of standards**

### **UNIT      Life Science Industries: An Induction (SCQF level 5)**

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

#### **OUTCOME 1**

Investigate and describe a life science company.

##### **Performance Criteria**

- (a) Describe the company product(s).
- (b) Describe the technology involved in the above, with reference to the science behind both the process and the product(s).

#### **OUTCOME 2**

Describe the role of regulation and quality assurance in a life science company.

##### **Performance Criteria**

- (a) Describe the purpose of regulation and quality assurance.
- (b) Describe the regulatory and quality assurance procedures in a life science company.

#### **OUTCOME 3**

Describe the key principles of customer care in a life science company.

##### **Performance Criteria**

- (a) Describe the needs of both internal and external customers within a life sciences organisation.
- (b) Describe the importance of good product/service knowledge in meeting the customer's needs.
- (c) Give suggestions of how customer needs could be met and exceeded by a life sciences organisation.
- (d) Describe how good customer relationships can be established and maintained.

## **National Unit Specification: statement of standards (cont)**

### **UNIT**      Life Science Industries: An Induction (SCQF level 5)

#### **EVIDENCE REQUIREMENTS FOR THIS UNIT**

Evidence is required to demonstrate that candidates have achieved all Outcomes and Performance Criteria.

Evidence for outcomes 1, 2 and 3 an investigative report.

For all outcomes, candidates are required to provide evidence on a single assessment occasion. The evidence must include:

- ◆ a description of the purpose of regulation and quality assurance
- ◆ a description of the regulatory and quality assurance procedures in a life science company
- ◆ a description of the company's products
- ◆ a description of the types of technology involved in producing the company's products with reference to the science behind both the production process and the final products.
- ◆ a description of the needs of internal and external customers of a life sciences organisation
- ◆ a description of the importance of good product/service knowledge in meeting the customer's needs
- ◆ suggestions of ways to meet and exceed the customer's needs
- ◆ a description of how to establish and maintain customer relationships
- ◆ descriptions of methods that can be used to gather and record qualitative and quantitative customer feedback and how this feedback can be used to improve customer care
- ◆ an explanation of the overall importance to the organisation of obtaining customer feedback

## National Unit Specification: support notes

### UNIT Life Science Industries: An Induction (SCQF level 5)

This part of the Unit Specification is offered as guidance. The support notes are not mandatory. While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

#### GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

This Unit is intended for candidates starting work in the life science industry who wish to develop their basic knowledge and understanding of this sector and to develop the corresponding key skills. While the Unit is expressed in generic terms, it should be related to a context in which the candidates are familiar.

##### Outcome 1

The candidate will be expected to describe the type of business, its commercial activities and its corresponding products and processes. A basic understanding of the technology behind the creation of the product is required.

##### Outcome 2

Quality standards are continually being revised and updated and hence the accuracy and relevance of lecture material should be regularly examined. Possible quality standards which may be investigated include: Good Manufacturing Practice (GMP), Good Laboratory Practice (GLP), International Standards Organisation (ISO), Hazard Analysis Critical Control Points (HACCP) or most recent equivalents. Other quality standards may be investigated if judged to be more appropriate.

Regulatory bodies and company compliance should be mentioned **briefly** and in context e.g. MCA medicines control agency require pharmaceutical companies to comply with GMP and GLP quality standards before they will licence them for drug production.

##### Outcome 3

This outcome covers the key principles of customer care. Candidates should be able to identify the company's internal and external customers and understand their needs. This understanding should then be used to create suggestions on how to meet and exceed these needs. The different expectations of internal and external customers should be considered, as should the importance of knowledgeable staff. Methods of measuring success in these areas should be discussed.

## National Unit Specification: support notes

## **UNIT**      Life Science Industries: An Induction (SCQF level 5)

### **GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT**

An investigative approach should be taken to the learning and teaching of this Unit. Such an approach should provide opportunities to develop individual and group research using a variety of resources alongside the more traditional approaches of whole class teaching.

### **OPPORTUNITIES FOR CORE SKILL DEVELOPMENT**

Opportunities exist within this Unit for the development of Core Skills in *Information and Communication Technology* and *Written Communication*. Candidates may develop their ICT skills when carrying out their investigative research and in their use of Information and Communication Technology to produce their report. Written communication skills may be developed in the production of a structured report.

## **National Unit Specification: support notes**

**UNIT** Life Science Industries: An Induction (SCQF level 5)

### **GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT**

For Outcome 1, 2 and 3 for this Unit the candidate will be expected to write a single report where they describe a life science company with regard to the type of business, its commercial activities, products and processes. The report will also include the purpose of regulation and quality assurance and the importance of customer care

#### **Opportunities for the use of e-assessment**

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

#### **DISABLED CANDIDATES AND/OR THOSE WITH ADDITIONAL SUPPORT NEEDS**

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements)