

TrACEES Platform guideline:

User's guideline

Document No.:

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1 Scope

The guideline aims to provide **users** guidance regarding the access and use of Melbourne Trace Analysis for Chemical, Earth and Environmental Sciences (TrACEES) Platform.

Definition: “The University” or “UoM” means the University of Melbourne.

“The Platform” means Melbourne TrACEES Platform.

“External academic” means universities (other than UoM), research institutes and any other not-for-profit research institution.

“External non-academic” means public individual, private business and company.

2 Safety

The Platform is committed to providing a safe and healthy working and learning environment.

Any users failing to abide by the University's safety policy and regulations will have their access to the Platform and laboratories suspended.

UoM Safety Policy: Health and Safety Policy (MPF1205)

This policy applies to all staff, students, contractors and other personnel at locations under the management or control of the University, including the Platform.

Relevant safety documentations can be found in the following link: <https://safety.unimelb.edu.au/>

3 Access options

The Platform offers two access options for our existing capabilities.

3.1 Option 1: Equipment access

Note: This option is NOT available to external non-academic users.

Users will operate the equipment independently after successfully completing the training induction by the Platform's staff. Users will then be able to view the equipment booking calendar in iLab and make bookings.

Some equipment are not available for training and booking given their complex nature and safety. In these instances, the staff will provide fee-for-services.

The role of the staff will be to provide training, support and technical advice throughout the user's project. It does not include the staff's time and resources for sample preparation, equipment operation and data processing.

3.2 Option 2: Service access (fee-for-services):

This option is available to all users.

The user will deliver the samples and complete a request form informing the staff of the required services.

The staff will perform sample preparation, equipment operation and data analysis. Interpretation of the results may not be available in all cases.

3.3 iLab booking system

The iLab booking system is the University's approved system to manage equipment bookings and service requests.

All users (UoM, external academics and external non-academics) are required to register an account in iLab prior to submitting a request.

After registration, University of Melbourne users can sign in with their university SSO credentials (SSO credentials may also apply to external academic users whose institutions also use iLab).

See workflow in Appendix A.

4 Equipment Access

Note: This option is NOT available to external non-academic users.

4.1 Equipment booking

All equipment bookings are managed by the University's approved iLab booking system.

All users will need to undertake and pass any assigned training prior to being given access to book the equipment independently.

4.2 User status

Beginner:

If the user has been trained by the platform's staff and passed satisfactory assessment, the user will gain "beginner" status and is able to book the equipment. The "Assisted Use" require staff's approval and assistance for the first session.

Advanced User:

If the platform's staff is satisfied with the user ("beginner") for their operations and duty of care, the user will be promoted to "Advanced User" and will be able to book "Self Use" as an independent user

4.3 Equipment training

4.3.1 Training overview

If a user plans to frequently use equipment, training can be offered after the user submits a training request via iLab.

The training will be hands-on and onsite. The trainee will need to pass satisfactory assessment in order to operate the equipment independently. Other required online trainings (via TrainMe) may also be necessary in order to gain lab access (see Section 4.2.2).

If the user has not operated the equipment for more than 3 months, the user will be required to attend a refresher training.

If the refresher training has not been requested within a month, the user may be removed from trained Advanced User list. Refresher training requests will need to be made via iLab.

4.3.2 Induction and risk assessment

UoM users

Prior to the training, UoM users are required to complete safety courses in TrainMe, these include:

- Health and Safety Induction
- Laboratory Safety
- Personal Protective Equipment
- Chemical Management (if users will handle and store chemicals in the lab)
- Gas Safety (may require if users will operate a gas regulator)

The Platform's staff will provide a local laboratory and equipment induction. All new users will be required to complete and pass .

External academic users

External academic users will need to contact the platform staff to arrange their induction and trainings.

4.3.3 Training content

- Review Task risk assessment (completed by the user)
- SOP
- Equipment risk assessment (provided by the staff)
- Software (data acquisition and basis data process)

4.3.4 Post training

If the user has successfully passed the training, the user can:

- Book equipment via iLab
- Organise the first session "Assisted Use" where the staff will observe
- Book "Self Use" sessions as an independent user
- Have access to the lab and equipment during business hours (Monday-Friday, 9am-5pm)
- After-hours access may be given upon approval

4.4 Equipment and facility access

All bookings can be made using an iLab equipment booking.

The user is not allowed to bring any untrained users (e.g. friends, colleagues) without permissions from the Platform staff. Lab and facility visits can be organised, however, will only be organised through the Platform staff.

4.4.1 Equipment access related safety

- Users are required to adhere to all safety requirements and wear PPE (e.g. lab coats and safety glasses) at all times as stipulated by signage, safety data sheet (SDS), SOP or if directed by the Platform staff.
- No eating or drinking in any of the laboratories or equipment areas is permitted.
- All hazardous chemicals should be handled in a fume hood as directed by the SDS.
- The laboratories are not storage areas. Any sample, solution and consumables left behind will be discarded. Clean-up fee may apply.

4.4.2 Incident and reporting

<https://safety.unimelb.edu.au/home#incident-reporting>

Staff, students, contractors and others must report any hazard and/or incident to their local supervisor or the manager of the work area as soon as reasonably practicable.

High consequence incidents must be reported immediately, other incidents must be reported within 24 hours of becoming aware of the incident, injury or illness.

The incident and hazard reporting tool used by the University of Melbourne is ERMS (Enterprise Risk Management System).

4.4.3 Emergency

University Security provides a 24-hour emergency response. If you have called emergency services, please call Security immediately afterwards so that access to the campus can be provided.

Security can be contacted on Parkville campus: (03) 834 46666 or 1800 246 066 (free call)

5 Service access

5.1 Service request

Service requests should be submitted via iLab.

Depending upon the service, one of two charging schedules can be applied.

- Equipment rate plus operator's time
- Cost per sample

In the case when neither the user can provide an analytical method nor the lab has an existing (validated) method, the user should be informed. If a method is required to be validated, additional costs may apply.

A unique identifier (request ID) will be generated.

5.2 Service access related safety

User must inform the Platform staff the safety related information about their supplied samples and materials such as hazardous, SDS and potential risks.

5.3 Sample receipt and disposal

TrACEES has multiple nodes and laboratories. The sample delivery addresses will be shown in the request form. Please ensure the correct address is used.

Important:

- Most techniques (including sample preparation) on the platform are destructive. However, the degree of destruction is varied. Please contact the staff if the sample's destruction is not possible.
- All samples will be disposed 5 days after the delivery of the results (or report). It is the user's responsibility to collect the samples and/or make alternative arrangement within this time frame.

5.4 External non-academic users

The user guideline provides a general overview for how to access the platform. A Platform contract (approved by the University's Legal Services) will be used for external non-academic users.

6 Quote and Payment

The charges seen in the iLab is an indicative price (or quote).

UoM users will be charged via internal transaction system.

External users will be invoiced by the University's finance office.

All prices quoted are GST exclusive, unless indicated in the quote.

7 Data management

Academic users can refer to the Management of Research Data and Records Policy (MPF1242).

Researchers are responsible for archiving and integrity of their research data obtained from the Platform.

Data transfer:

- The platform staff will transfer the processed data to the users via emails, or online file transfer software, such as UoM's Mediaflux data mover.
- Users may also use Media flux data mover if the equipment computer installed the software and has internet connection.
- No personal USB sticks or hard drives are allowed to connect to any of the Platform's equipment computers UNDER ANY CIRCUMSTANCES. If Media flux data mover is not available, please ask platform staff for advice.

Data Storage:

- All data collected on the platform equipment will be stored in the equipment computer. All data will be backed up to local hard drives.
- Due to the complexity and technical requirement for data storage, the Platform cannot be responsible for a long term (more than 6 months) data storage. The University provides many systems and platforms to store your data and help you meet your research data storage and management requirements. Please see this guide that describes what they are and how to access them: <https://gateway.research.unimelb.edu.au/resources/platforms-infrastructure-and-equipment/doing-data-better/research-data-storage-and-management-systems>"

8 Research support

8.1 Grant application and budgeting

If any user intends to involve the Platform in a grant application, please contact the staff in advance to receive a quote for grant/project budget or for technical input.

The Platform appreciates the researchers' understanding that the Platform's sustainable goal is to recover costs for the equipment and facility.

8.2 Co-authorship

The Platform staff should be considered for co-authorship if they have contributed significant technical, scientific, or intellectual input to a study and/or a project.

9 Platform acknowledgement

The research outputs such as journal articles, conference papers, student thesis are measures to evaluate the Platform's performance. Any use of Platform equipment or fee-for-services by Platform staff must be duly acknowledged in subsequent publication and presentation of results.

Please include acknowledgements in the following form, for equipment use:

- “This work was performed in part at the Trace Analysis for Chemical, Earth and Environmental Sciences (TrACEES) Platform at the University of Melbourne”.

Additionally, please include acknowledgements in the following form for Platform staff if they are not already co-authoring a work, or if they have declined acknowledgment, text in italics to be confirmed by Platform Staff:

- “We acknowledge *Title Staff Name* for their support with *description of services*.”

It is the responsibility of the researcher to inform the Platform's staff of all presentations and publications involving the work conducted by the TrACEES platform and their staff. A copy or web link of all abstracts, in the case of oral or poster presentations and manuscripts, in the case of publications must be provided to TrACEES.

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Appendix A. iLab Equipment Booking and Service Request workflow

Equipment booking

1. Register iLab account (skip if registered)
2. Login
3. Click “Book Equipment” Tab
4. Scroll down and find the correct equipment
5. Click “Initiate Training” Button (skip if trained)
6. Click “View Schedule” Button
7. Click (starting time) and drag to end time of booking
8. Verify information in the pop-up window
9. Click “Save” button

Service request

1. Register iLab account (skip if registered)
2. Login
3. Click “Request Services” Tab
4. Scroll down and find the correct service request form
5. Click “Initiate Request” Button (right to the request)
6. Complete the request form
7. Submit