

From: [NATA Education](#)
To: [Naomi Aitken](#)
Subject: From Change Management to Competence – Your May NATA Education Newsletter
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Dear Naomi,

Welcome to the May edition of our newsletter.

Our feature article this month is a guide to managing change in different laboratory environments, with practical strategies for supporting teams through times of transition.

We're excited to share our team's Masterclasses being presented at NATA's upcoming [Accreditation Matters 2025](#) conference. In addition, we highlight our other highly relevant and not-to-be-missed presentations.

We're also launching a new course designed to be a game changer for developing and maintaining staff competence in the laboratory and one that aligns closely with one of our conference sessions.

In April, NATA CEO Jennifer Evans and I represented NATA (as an Australian Accreditation Body) at the [A2LA](#)

'ANNCON25' conference in Dallas, Texas. Jennifer delivered the keynote address **"Invisible but essential: the future of accreditation in a changing landscape"** I presented **"Are all lab technicians introverts?"**

The A2LA event brought together Conformity Assessment Bodies (CABs), assessors and industry professionals from across the United States and Canada, to discuss all things related to quality, risk and conformity assessment. It is reassuring to see that the successes and challenges faced by facilities in the US are very similar to those in Australia.

As always, we hope you find this month's newsletter valuable and welcome your feedback and story ideas to ensure it remains relevant to you and your organisation.

NEW COURSE

Training & Assessing in the Laboratory

Learn how to train and assess your staff with our expert-led two-day 'Training & Assessing in the Laboratory' course.

Staff competence is critical for running an effective and efficient lab, but training can be costly if it doesn't deliver the results you need.

This course helps you identify skill gaps and deliver targeted, on-the-job learning and assessment that enables your lab to meet Standards requirements for competency.

Using best-practice adult learning principles this course ensures practical, relevant

training to maximise retention and enhance capability in your laboratory.

**LEARN MORE AND BOOK YOUR
PLACE TODAY**

Change in laboratories is inevitable - but it doesn't have to be disruptive

Whether it's new equipment, updated regulations or shifting priorities, change affects every aspect of laboratory operations, from workflows to team dynamics. In this article, we explore what change looks like across different laboratory settings - analytical, clinical, R&D, environmental - and provide practical, actionable strategies to help lab managers, quality professionals and technicians lead their teams through transitions with confidence.

You will discover how to communicate effectively, build team ownership and support staff through change fatigue - all while maintaining quality and compliance. If you're facing change in your lab (or know it's just around the corner), this guide is packed with insights to help you manage it smoothly and strategically.

READ THE FULL ARTICLE

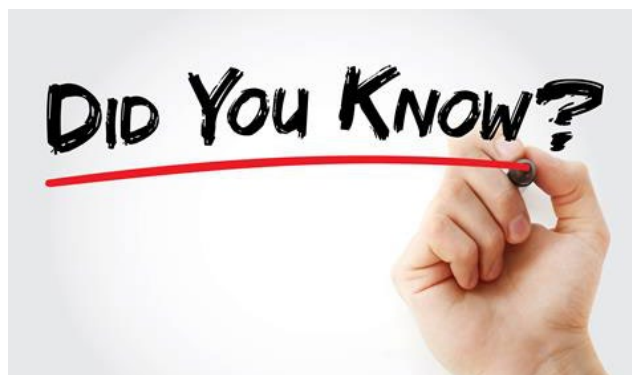
**NATA Education at Lab
Leadership 2025**

While we're talking of change... I will be

presenting '**Dealing with and Managing Change with Confidence**' at the 2025 Lab Leadership conference in Melbourne on 5-6 June 2025 - so please visit NATA's exhibitor's booth, say hello and learn more about what we do.

The program is impressive, with a strong focus on empowering laboratory leaders to embrace innovation and optimise workflows with cutting-edge strategies from industry leaders. Sessions will explore AI-driven efficiencies, change management and emerging technologies to future-proof your lab.

Receive 20% off using code: NATA20



Peanut butter can become diamonds.

The carbon in peanut butter can be turned into diamonds by applying extremely high temperature and pressure. However, it's a lengthy, unconventional process, and the resulting diamonds are usually small and muddy, not the brilliant sparkle you might expect!

Read more [here](#).



Accreditation Matters 2025 Masterclasses

We are proud to announce that the NATA Education team is delivering three Masterclasses at NATA's Accreditation Matters conference being held at Sydney's ICC on July 30 & 31. These 90-minute classes are a comprehensive deep dive into each topic.

You will need to be an attendee at Accreditation Matters 2025 event in order to purchase Masterclass tickets. You can learn more [here](#).

MASTERCLASS: From Doubt to Decision: Creating Results Through Measurement Uncertainty

When:

Overview:

Wednesday 30 July 2025, 8:00 AM - 9:30 AM

Discover the fundamentals of measurement uncertainty in this hands-on masterclass. Through practical exercises, you will explore an internationally recognised framework for evaluating and expressing uncertainty in laboratory measurements. This masterclass follows a structured 7-step process from identifying sources of uncertainty to combining and reporting overall uncertainty in your measurements.

Facilitator:



Matthew Lewis, Senior Learning and Development Trainer, NATA Education

Matthew has over 15 years' experience in laboratory management and education. Before joining NATA, he worked with the Victorian Department of Education to modernise science teaching through digital platforms and evidence-based curricula. He is passionate about creating practical, innovative learning solutions tailored to diverse learning styles, helping to develop workforce skills, improve outcomes, and support continuous improvement.

MASTERCLASS: Management Systems - Turning Deficiencies into Opportunities

When:

Overview:

Wednesday 30 July 2025, 11:45 AM - 1:15 PM

This masterclass brings together two of last year's most popular sessions to focus on common issues that impact management systems and conformance to Standards. Participants will explore frequent deficiencies, identify improvement opportunities, and learn how to plan effective actions that address the root causes of nonconformities and prevent their recurrence.

Facilitator:



Alasdair Stark, Senior Learning and Development Trainer, NATA Education

Alasdair is a learning and development professional with a passion for building capability in complex regulatory and technical environments. With experience across corporate, education, public, and environmental sectors in Australia and internationally, he brings a multidisciplinary approach. Qualified in business, leadership, and vocational education, Alasdair designs engaging, evidence-based learning that blends practical skills with strategic insight, using his dynamic facilitation style to foster real behavioural change and lasting improvement.

MASTERCLASS: Cause Analysis & Corrective Action

When:

Overview:

Thursday 31 July 2025, 8:00 AM - 9:30 AM

This interactive masterclass explores the core principles of cause analysis and corrective action, equipping teams to resolve issues before they recur. It introduces practical tools and techniques, applies them to real-world lab scenarios, and covers how to monitor and sustain improvements for a more efficient management system.

Facilitator:



Alexander Walsh, Senior Learning and Development Trainer, NATA Education

Alexander, a Master of Educational Studies graduate from The University of Queensland with a background in secondary teaching, brings a unique and engaging approach to training. He is a sought-after trainer for public and in-house courses, working with diverse organisations- including international clients in Papua New Guinea, Hong Kong, Indonesia, and South Korea - often delivering sessions with simultaneous interpretation.

Our Other Presentations at Accreditation Matters 2025

In addition to the Masterclasses above, our team are also presenting other sessions at the conference.

How to know what your staff know: Training and assessing competence

When:

Facilitator:

Wednesday 30 July 2025, 10:45 AM - 11:15 AM

Alasdair Stark, Senior Learning and Development Trainer, NATA Education



Keeping your staff competent is one of the challenges of being an accredited laboratory. In this presentation NATA Education's Alasdair Stark will delve into various techniques for identifying gaps in competence, assessing your staff, and using adult learning principles to upskill them.

Assessment techniques for building trust, rapport & understanding

When:

Facilitator:

Wednesday 30 July 2025, 1:45 PM - 2:15 PM

Naomi Aitken, Head of NATA Education



Assessing a laboratory involves collaboration and clear communication, especially when tensions run high. NATA Education's Naomi Aitken will share tips on improving communication, building trust, and managing conflict to handle difficult situations professionally and effectively.

REGISTER NOW

Naomi Aitken

Head of Education

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Authorities, Australia

Contact us: 1800 621 666 (free call)

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