

User Policy

X-ray Diffraction Laboratory Analytical Centre, UNSW (Provisional)

The X-ray Diffraction laboratory at the UNSW Analytical Centre is a major scientific education and research service laboratory. It provides integrated XRD services to all researchers within and outside UNSW, including various types of sophisticated XRD facilities, analytical software and advanced technologies.

This User Policy is to provide a framework for regulating and facilitating safe, efficient and fair use of X-ray diffraction facilities at the laboratory. It has considered a variety of user needs and sensitivities, and also covered requirements for lab management, continuity of laboratory operation and long-term development.

The policy is applied to all users, supervisors and staff who are working or intend to work in this laboratory. It is reviewed from time to time, with input from the Reference Advisory Group.

1. Open Laboratory Principles

The XRD lab carries out “**Open laboratory principles**”: XRD facilities and technologies are accessible to all qualified researches within and outside UNSW; new users are encourage to take training courses to become qualified operators, and then run instruments themselves. If users does not operate instrument for any reason, technical assistance is available, but service charge will apply.

2. Registration and Access

All users must register with XRD laboratory after taking radiation safety and operation training. Registration form is available online (<http://www.analytical.unsw.edu.au>).

Approved user will be granted activation of their swiping card to access the laboratory.

Personal information which users provided is only used for radiation safety and laboratory use purpose. None can be disclosed to any public domain.

3. Radiation Safety and Instrument Health

Users must obey all rules of “**Radiation Safety Guidelines**” for use of XRD facilities. A signed safety declaration and risk assessment are required from all users. Offending users will have their XRD usage permit revoked immediately.

It is every user's responsibility to report any faulty and abnormal status of XRD facilities. Users are not allowed to adjust or repair instruments in any circumstance. Only qualified staff can carry out such technical services.

4. Open Hours and Booking System

All registered users are welcome in the XRD Lab and are encouraged to use it as much as is needed. The Lab is open 24 hours a day and 7 days a week (24/7). Technical support is available only in working hours (9:30 – 4:30) weekdays. A contact list will be available in the laboratory if issues arise out of these hours. Security should be contacted immediately in case of emergency (Ext. 56666 or 9385 6666).

For booking XRD facilities, the following rules are in place:

- The maximum booking session for a single user is one day. User must make the next day free for other users. The exception will be considered only when the XRD test requires particular component setting, such as high-resolution rocking curve or texture/stresses scans.
- If a user cannot use his/her XRD session for any reason, he/she must cancel the session before it commences. Otherwise, a charge will be made for the time wasted on the XRD unit.
- If a user has booked time on an XRD unit but does not turn up within 20 minutes of the commencement of his/her session, other potential users may use the XRD for the equivalent time booked by this user.

5. Use Priority

Priority is given to lab classes from University, and then in sequence of instrument training/short courses, internal/external research projects, maintenance and lab development projects, and commercial/consultant projects.

When user's time is lost due to a competing priority, it is difficult to directly compensate the user. However, the lab manager is committed to actively working with affected users in an effort to maintain the continuity of their experimental programs. A discretionary time may be allocated when possible.

5. Training Scheme

Unless trained by qualified staff, no one is allowed to use any facility in the lab. The training is focusing on safety and operating procedures for specified XRD units, and may not provide comprehensive theories and practices of X-ray diffraction. Trainees should have fundamental knowledge of XRD before coming for training or learn through their projects. From time to time the Analytical Centre may organise seminars, workshops or other activities which will contribute to extending the theoretical and applications knowledge of users.

6. Measurement accessories, Measured Data and Samples

The XRD laboratory provide most common measurement accessories, such as sample holders, presser, attachments, technical references and charts as well as vary type of analytical software. They are free to use in the laboratory. None of them can be taken from the lab. Some consumable accessories, such as capillary tubes, are charged with supplied price. A list of capabilities can be consulted on the XRD web site.

The XRD Laboratory has archiving systems in place to keep all users' saved data for two years. However, users are responsible for their own data and are strongly encouraged to back up their data after use. There is no compensation to users if they lose unsaved data due to computer or instrument crash.

The lab does not provide storage for any samples. Samples left temporarily in the lab during an experimental run must be labeled and have the users name attached. Users should take samples away after use and store or dispose of them safely in their own laboratories. No responsibility is taken for samples left in the XRD laboratory.

In case of samples likely to pose a special physical or chemical hazard, a risk assessment must be provided for the experiment and reviewed with the laboratory staff.

7. Usage Charge

The XRD facilities, in the lab, are funded by UNSW and government grants for scientific research purpose. However, a usage charge is introduced to recover the cost of consumables, maintenance and upgrade. The rates are determined by management of Analytical Centre. All users must provide a valid account number for XRD usage charges. Offending users will have their XRD usage permit revoked.

8. Conflict Resolution Process

The laboratory operation relies on good cooperation and communication between all users. From time to time disputes or misunderstandings may arise. In the first instance these will be mediated by the XRD lab manager in accordance with the principles in the User's Policy.

In the event that this mediation does not resolve the issues, parties seeking redress or resolution of the conflict may submit a petition to the Laboratories Manager (Gp4) or Director of Analytical Centre, who will consider whether the matter should be referred to any University grievance mechanism or can be dealt with by an internal review.

(Responsible officer for this policy is Yu Wang. Any suggestion could be sent to yu.wang@unsw.edu.au or phone x54669)