



Australian Government

Assessment Requirements for MSL913001 Communicate with other people

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSL913001A Communicate with other people

Performance Evidence

- Evidence of competence in this unit must satisfy all of the requirements of the elements and performance criteria, and include demonstration of:
- using available communication equipment effectively, including, but not limited to, telephone, online and hard copy directories, email, intranet and internet
- responding to calls and messages and receiving and passing on written and oral messages within accepted workplace timelines
- listening attentively and clarifying messages and instructions to confirm their meaning
- locating relevant sources of information
- providing accurate and timely information using appropriate terminology
- completing workplace documents legibly and accurately

communicating effectively with people from different organisational levels and diverse cultural backgrounds

promoting cooperation through effective personal interactions.

Knowledge Evidence

Must provide evidence that demonstrates knowledge of:

- communication protocols, workplace customer service standards and procedures
- principles of effective interpersonal interactions
- colloquial, scientific and technical terminology appropriate to the level expected in the workplace for the job role
- standard operating procedures (SOPs) for routine technical tasks undertaken by candidate
- work health and safety (WHS) and environment requirements
- equal opportunity, anti-discrimination and anti-harassment requirements
- workplace organisational structure, products, services and major customers
- layout of workplace and laboratory, and role of laboratory services.

Assessment Conditions

- Judgement of competence must be based on holistic assessment of the evidence. Assessment methods must confirm consistency of performance over time, rather than a single assessment event.
- This unit of competency is to be assessed in the workplace, or a simulated workplace environment. A simulated workplace environment must reflect realistic operational workplace conditions that cover all aspects of workplace performance, including the environment, task skills, task management skills, contingency management skills and job role environment skills.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Knowledge evidence may be collected concurrently with performance evidence or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept in each case).
- This unit of competency may be assessed with:
 - MSL933002 Contribute to the achievement of quality objectives
- Holistic assessment methods include:
 - review of messages and workplace documentation prepared by the candidate
 - performance feedback from peers, customers and supervisors
 - observation of the candidate's performance of a wide range of technical and administrative tasks
 - questioning to assess understanding of workplace procedures.
- Access is required to instruments, equipment, materials, workplace documentation, procedures and specifications associated with this unit, including, but not limited to:
 - workplace procedures and documents
 - communication equipment, including telephone, online and hard copy directories, email, intranet and internet.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competence and currency.
- Technical competence can be demonstrated through:
 - relevant VET or other qualification/Statement of Attainment AND/OR
 - relevant workplace experience.
- Currency can be demonstrated through:
 - performing the competency being assessed as part of current employment OR
 - having consulted with a laboratory about performing the competency being assessed within the last twelve months.

Links

MSA Training Package Implementation Guides - <http://mskills.org.au/training-packages/info/>