



**Australian Government**

# **Assessment Requirements for MSL915001 Provide information to customers**

**Release: 1**

# Assessment Requirements for MSL915001 Provide information to customers

## Modification History

Release 1. Supersedes and is equivalent to MSL915001A Provide information to customers

## Performance Evidence

- Evidence of competence in this unit must satisfy all of the requirements of the elements and performance criteria, and include demonstration of:
- responding to both internal and external inquiries of a specialised technical nature
- correctly assessing and prioritising requests for information
- gathering information and data, such as trend analysis
- confirming the validity of results
- providing authorised information that is accurate, relevant and in the required format
- using technical terminology appropriate to the customer and avoiding jargon
- communicating in an efficient and polite manner, taking into account the needs of the customer
- maintaining security and confidentiality of information

recording and filing records of the request and information provided as required by workplace procedures.

## Knowledge Evidence

Must provide evidence that demonstrates knowledge of:

- workplace procedures relating to:
  - customer service
  - communication protocols, including security and confidentiality, cultural and social contexts
  - work health and safety (WHS) and environmental regulations
- workplace business goals and key performance indicators as a basis for dealing with customers
- customer information about workplace products and services
- technical details of methods, data and sample collection and key features of laboratory results.

## 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:
  - MSL935003 Authorise the release of test results
- Holistic assessment methods include:
  - examination of written records of advice and information provided by the candidate to a range of internal and external customers
  - feedback from customers that information/advice provided by the candidate was accurate, timely and in an appropriate format
  - feedback from supervisors that workplace procedures for responding to requests for information are followed
- Access is required to instruments, equipment, materials, workplace documentation, procedures and specifications associated with this unit, including, but not limited to:
  - information directories and databases
  - workplace documents
  - information technology, including telephone and computer equipment, email and online information systems.
- 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 competency 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

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=5c63a03b-4a6b-4ae5-9560-1e3c5f462baa>

