Australian Government

MSL915001 Provide information to customers

Release: 1

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Modification History

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

Application

This unit of competency covers the ability to respond to both internal and external inquiries of a specialised technical nature. The advice and information requested will require the gathering of information, such as trend analysis, collection of data and samples, confirmation of validity of results, and revision of plans or product advice additional to that on data sheets.

This unit of competency is applicable to technical assistants and officers in all industry sectors. All personnel that conduct sampling and testing are required to communicate appropriately with internal and external customers in order to respond effectively to requests of a specialised technical nature.

While no specific licensing or certification requirements apply to this unit at the time of publication, laboratory operations are governed by relevant legislation, regulations and/or external accreditation requirements. Local requirements should be checked.

Pre-requisite Unit

Nil

Competency Field

Communication/organisation

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 **Assess the request for information and/or advice**	1.1 Clarify and confirm the source, nature and priority of the request
	1.2 Redirect the request to the relevant section, department or person, if appropriate

		1.3	Record the receipt of the request in accordance with workplace procedures
2	**Prepare response**	2.1	Locate and obtain required information if available
		2.2	If not available, decide whether to obtain or generate the required information given the priority and costs involved
		2.3	Seek required approval/authority to release information before proceeding
3	**Provide information and/or advice**	3.1	Ensure that information is accurate, relevant and complies with workplace/statutory requirements
		3.2	Keep the customer informed of progress when it is not possible to answer immediately
		3.3	Notify other relevant personnel of request and response in accordance with workplace procedures
		3.4	Use most appropriate communication method given priority, cost and customer facilities
		3.5	Provide information in a format suitable to customer
		3.6	Check that the response met the customer's needs and take appropriate actions if required
		3.7	Deal with customers politely, efficiently and appropriately, and in accordance with workplace procedures
4	**Record details of the request and response**	4.1	Record all information details accurately in accordance with workplace procedures
		4.2	Ensure that all written information is accurate and/or legible
		4.3	File all records in the designated place and in accordance with workplace procedures

Innovation and Business Skills Australia

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Standards, codes, procedures and/or workplace requirements	Standards, codes, procedures and/or workplace requirements include the latest version of one or more of:
	 • Australian and international standards and codes relevant to the laboratory's operations and scope of testing, safety in laboratories, and quality and environmental management
	 • registration/licensing and/or National Association of Testing Authorities (NATA) accreditation requirements
	 • work health and safety (WHS) national standards and codes of practice
	 • workplace documents, such as equipment manuals, laboratory records, certified laboratory reports, and analysis report sheets (past and present)
	 • workplace procedures governing:
	   • receipt of requests
	   • release of information and results and confidentiality needs of clients and customers
	   • sample collection protocols and techniques for preserving sample integrity
	   • handling and collection of native fauna and flora (based on animal welfare legislation and codes of practice)
	   • filing systems, databases and laboratory records

Items of equipment or systems	Items of equipment or systems include one or more of: • telephone, email, intranet, internet and computer software applications (databases and spreadsheets)
Information sources	Information sources include one or more of:

- personnel, such as scientists, engineers, technical experts, quality managers, laboratory and production personnel, and customers
- online technical information systems, databases and CD-ROMs
- organisational charts and information directories for staff access (personnel and telephone)

Customers

Customers include one or more of:

- internal and external customers
- members of the public
- other workplaces, such as regulatory authorities

Information provided

Information of a specialised technical nature includes one or more of:

- material classification and characteristics
- technical and/or manufacturing knowledge of procedures
- analysis and/or test results and their interpretation where authority permits
- risk assessment, monitoring and minimisation
- cost, quantity and time estimation
- contractual variations and claims
- site assessment and problems
- data analysis and statistical interpretation

Manufacturing and food processing sector variables

Manufacturing and food processing sector variables include:

- assessing requests for changes to formulations and alterations to production processes
- determining variations and their significance for compliance with relevant standards

Biomedical and environmental sector variables

Biomedical and environmental sector variables include:

- providing responses to inquiries regarding sample collection and protocols from patients, doctors, nurses and environmental health officers, collection staff and/or couriers

WHS and environmental management

WHS and environmental management requirements include:

- complying with WHS and environmental management

| **requirements** | requirements at all times, which may be imposed through state/territory or federal legislation. These requirements must not be compromised at any time |

- applying standard precautions relating to the potentially hazardous nature of samples

- accessing and applying current industry understanding of infection control issued by the National Health and Medical Research Council (NHMRC) and State and Territory Departments of Health, where relevant

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=5c63a03b-4a6b-4ae5-9560-1e3c5f462baa