



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **MSS024001A Work and communicate effectively as an environmental technician**

**Release: 1**

## **MSS024001A Work and communicate effectively as an environmental technician**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit of competency covers the induction of an employee into an enterprise to undertake environmental technical work. It includes working within Australia's framework for environmental management and the culture of the enterprise, and the need to interact effectively with a large range of people in many industry and community settings.

### **Application of the Unit**

This unit of competency is applicable to environmental technicians working in a range of industry sectors, such as:

- environmental services (e.g. sampling and monitoring of air quality, water, soil and noise)
- environmental compliance, auditing and inspection
- groundwater and clean water (e.g. catchments, supply and environmental flows)
- water treatment, storm and wastewater management
- solid and hazardous waste management, and site remediation
- management of contaminated sites
- geotechnical services and civil engineering
- natural resource management.
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### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

Not applicable.

### **Elements and Performance Criteria Pre-Content**

Not applicable.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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| 1 Work within Australia's environmental management framework                 | <p>1.1 Demonstrate broad knowledge of how governments, legislation, policies, codes of practice and Australian standards provide a framework of environmental protection measures in Australia</p> <p>1.2 Perform all work activities in accordance with relevant environmental management requirements, including sustainable energy principles and work practices</p> |
| 2 Work within enterprise structure and culture                               | <p>2.1 Demonstrate broad knowledge of enterprise business goals, ethics, products and/or environmental services</p> <p>2.2 Identify key enterprise sites and/or functions and personnel</p>   |
| 3 Work in accordance with enterprise agreements and legislative requirements | <p>3.1 Locate key workplace information and apply it correctly</p> <p>3.2 Follow enterprise policy and procedures relating to employment, security, confidentiality and reporting lines</p>   |
| 4 Provide environmental technical services                                   | <p>4.1 Identify workplace roles and responsibilities of personnel working within the environmental function</p> <p>4.2 Identify typical tasks and calendar of events in work area</p> <p>4.3 Recognise and locate the equipment and resources required for everyday work</p> <p>4.4 Interpret work instructions correctly and seek clarification, if necessary</p>      |

- 4.5 Follow work instructions to perform environmental/technical tasks safely and efficiently
  - 4.6 Maintain own work area, equipment and materials in a safe and organised manner according to enterprise policy and procedures
  - 4.7 Recognise and locate the equipment and resources required for everyday work
  - 4.8 Interpret work instructions correctly and seek clarification, if necessary
  - 4.9 Follow work instructions to perform environmental/technical tasks safely and efficiently
  - 4.10 Maintain own work area, equipment and materials in a safe and organised manner according to enterprise policy and procedures
- 5 Organise daily work efficiently
- 5.1 Assess and prioritise workload according to level of responsibility
  - 5.2 Advise supervisor if additional resources or support are required to improve performance
  - 5.3 Undertake duties in a positive manner to enhance workplace cooperation and efficiency
- 6 Communicate/liaise effectively with customers, contractors and stakeholders
- 6.1 Listen actively and use appropriate language when communicating with other people
  - 6.2 Respond appropriately to verbal and written messages
  - 6.3 Record and convey information so that it is clearly understood
  - 6.4 Respect the values, concerns and diverse views of people involved in, or impacted by, enterprise activities
  - 6.5 Resolve conflict through meaningful negotiation and compromise, where necessary

- 6.6 Redirect inquiries or disputes beyond own area of responsibility to relevant personnel for action
  - 6.7 Adhere to site agreements and protocols in order to maintain credibility and trust
  
- 7 Accept responsibility for quality of own work
  - 7.1 Monitor and adjust work practices to ensure that the quality of outputs is maintained
  - 7.2 Identify and report opportunities for improvements in procedures, processes and equipment in work area
  
- 8 Identify own learning needs
  - 8.1 Identify career options and training opportunities in the enterprise
  - 8.2 Consult appropriate personnel to identify own learning needs for future work requirements and career aspirations

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

Required skills include:

- using personal protective clothing, equipment and facilities as required
- following work instructions to complete tasks within the required timeframe
- working ethically
- working efficiently when alone and with others
- maintaining required quality of work outputs
- complying with legislative and enterprise requirements in everyday work
- seeking advice when issues/problems are beyond scope of competence/responsibility
- working safely for the protection of self and others

### Required knowledge

Required knowledge includes:

- relevance of environmental legislation and codes of practice to the enterprise and own work
- enterprise business objectives, product and/or service range
- enterprise structure and reporting lines
- role of environmental function within the enterprise
- own role, rights, responsibilities and key tasks
- workplace procedures that govern personal work, health, safety and environment
- basic ethical values and principles, such as respect for the law, responsibility, courtesy, diligence and confidentiality
- use and names of equipment, materials and other resources relevant to work function
- relevant health, safety and environment requirements

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

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| Overview of assessment   | Competency must be demonstrated in the ability to perform consistently at the required standard.  |
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | Assessors must be satisfied that the candidate can competently and consistently apply the skills covered in this unit of competency in new and different situations and contexts. Critical aspects of assessment and evidence |

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|  | <p>include:</p> <ul style="list-style-type: none"><li>• following workplace procedures to complete environmental/technical tasks within the required timeframe</li><li>• efficiently organising own daily work</li><li>• accepting responsibility for quality of own work.</li></ul> |
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| Context of and specific resources for assessment | <p>This unit of competency is to be assessed in the workplace or a simulated workplace environment. Assessment should emphasise a workplace context and procedures found in the candidate's workplace. This unit of competency may be assessed with:</p> <ul style="list-style-type: none"> <li>• <i>MSS024004A Process and present environmental data</i></li> <li>• <i>MSL952001A Collect routine site samples.</i></li> </ul> <p>The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team.</p> <p>Resources may include:</p> <ul style="list-style-type: none"> <li>• relevant documentation, such as enterprise procedures, legal/regulatory requirements and codes of practice</li> <li>• relevant equipment and materials</li> <li>• organisational charts and flow diagrams showing links between enterprise functions and/or production processes</li> <li>• employment, training and career information.</li> </ul>                            |
| Method of assessment                             | <p>The following assessment methods are suggested:</p> <ul style="list-style-type: none"> <li>• observation of candidate performing a range of environmental/technical tasks</li> <li>• feedback from peers and supervisors</li> <li>• oral or written questioning to check underpinning knowledge of Australia's environmental management framework and enterprise procedures</li> <li>• review of workplace documentation completed by the candidate.</li> </ul> <p>In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly.</p> <p>Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability.</p> <p>The language, literacy and numeracy demands of assessment should not be greater than those required to undertake the unit of competency in a work-like environment.</p> |
| Guidance information for assessment              |  |



## Range Statement

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| <p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p> |  |
| <p><b>Codes of practice</b></p>  | <p>Where reference is made to industry codes of practice, and/or Australian/international standards, it is expected the latest version will be used</p>  |
| <p><b>Legislation, standards, codes, procedures and/or enterprise requirements</b></p>   | <p><b>Legislation, standards, codes, procedures and/or enterprise requirements may include:</b></p> <ul style="list-style-type: none"> <li>• international conventions, such as World Heritage Listing, RAMSAR Convention on Wetlands of International Significance</li> <li>• federal legislation, such as the Environment Protection and Biodiversity Conservation Act 1999</li> <li>• state/territory government legislation and local government by-laws, policies, regulations and plans dealing with land use, cultural/heritage sites, vegetation management, biodiversity management, water management, pollution and contaminated sites</li> <li>• Australian and international standards, such as:</li> <li>• AS/NZS ISO 14000 Set:2005 Environmental management standards set</li> <li>• Australian Dangerous Goods Code ADG7</li> <li>• Human Rights and Equal Opportunity Commission Act 1986</li> <li>• occupational health and safety (OHS) national standards and codes of practice</li> <li>• enterprise environmental management plans and procedures for specific sites and/or activities (e.g. sampling, monitoring, construction and mining)</li> </ul> |
| <p><b>Business ethics</b></p>  | <p>Business ethics may include:</p> <ul style="list-style-type: none"> <li>• following enterprise policy and procedures</li> <li>• behaving honestly and openly</li> <li>• respecting others and treating them with courtesy and impartiality</li> <li>• working diligently and responsibly</li> <li>• ensuring confidentiality of information, including client identification, data and results</li> </ul>   |

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| <b>Enterprise sites</b>                               | Enterprise sites may include: <ul style="list-style-type: none"> <li>• head office functions</li> <li>• supplier services and consultancy services</li> <li>• production or processing plants</li> <li>• survey/catchment/construction/mining sites</li> <li>• laboratories</li> </ul>   |
| <b>Key functions</b>                                  | Key functions may include: <ul style="list-style-type: none"> <li>• consultancy services</li> <li>• policy</li> <li>• inspection/auditing and compliance</li> <li>• community liaison</li> <li>• production</li> <li>• packaging, warehouse and distribution</li> <li>• quality assurance</li> <li>• purchasing, sales and marketing</li> <li>• human resources (personnel, training and employee relations)</li> </ul>  |
| <b>Sources of workplace information</b>               | Sources of workplace information may include: <ul style="list-style-type: none"> <li>• noticeboards, public address or paging systems</li> <li>• standard operating procedures, manuals, work instructions, signs and notices</li> <li>• material safety data sheets (MSDS)</li> <li>• telephone or contract details, email systems and websites</li> <li>• emergency exits, routes and collection points</li> <li>• enterprise recording and reporting procedures, quality manuals, equipment and operating/technical manuals</li> <li>• sampling and test methods (validated and authorised)</li> <li>• schematics, workflows, site layouts and production and laboratory schedules</li> </ul> |
| <b>Enterprise agreements, policies and procedures</b> | <b>Enterprise agreements, policies and procedures may include:</b> <ul style="list-style-type: none"> <li>• industrial awards, enterprise bargaining agreements and individual contracts</li> <li>• emergencies, accidents and incidents</li> <li>• incident and accident/injury reports</li> <li>• health, safety and environment</li> <li>• quality assurance</li> <li>• customer services</li> </ul>  |
| <b>Legislative requirements</b>                       | <b>Legislative requirements may include:</b>   |

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|   | <ul style="list-style-type: none"> <li>• environmental protection</li> <li>• OHS</li> <li>• workers compensation</li> <li>• equal employment, anti-discrimination and anti-harassment</li> <li>• ethics, copyright, intellectual property and privacy</li> </ul>  |
| <b>Sustainable energy principles and work practices</b> | <p><b>Sustainable energy principles and work practices may include:</b></p> <ul style="list-style-type: none"> <li>• examining work practices that involve excessive use of electricity, gas and/or water</li> <li>• switching off equipment when not in use</li> <li>• regularly cleaning filters</li> <li>• recycling and reusing materials wherever feasible</li> <li>• minimising waste</li> </ul>  |
| <b>Environmental technical services</b>                 | <p><b>Environmental technical services may include:</b></p> <ul style="list-style-type: none"> <li>• routine site sampling of water, air, soil and noise</li> <li>• packaging, labelling, storing and transporting samples</li> <li>• routine site measurements that involve a narrow range of variables and/or easily recognised acceptable ranges</li> <li>• straightforward field surveys</li> <li>• entering of data into enterprise databases, checking of data quality and reporting results</li> <li>• cleaning of equipment and/or vehicles</li> <li>• housekeeping of work areas</li> </ul>  |
| <b>Equipment and resources</b>                          | <p>Equipment and resources will vary according to:</p> <ul style="list-style-type: none"> <li>• the scope and nature of the enterprise's environmental/technical functions and services, location and products</li> </ul>   |
| <b>OHS and environmental management requirements</b>    | <p><b>OHS and environmental management requirements:</b></p> <ul style="list-style-type: none"> <li>• all operations must comply with enterprise OHS and environmental management requirements, which may be imposed through state/territory or federal legislation - these requirements must not be compromised at any time</li> <li>• all operations assume the potentially hazardous nature of samples and require standard precautions to be applied</li> <li>• where relevant, users should access and apply current industry understanding of infection control issued by the National Health and Medical Research Council</li> </ul> |

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|  | (NHMRC) and State and Territory Departments of Health |
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## **Unit Sector(s)**

Environmental

## **Custom Content Section**

Not applicable.