



Australian Government

MSL913001 Communicate with other people

Release: 1

MSL913001 Communicate with other people

Modification History

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

Application

This unit of competency covers the ability to receive and pass on written and oral messages, provide relevant information in response to requests within timelines and demonstrate effective interpersonal skills.

This unit of competency is applicable to laboratory assistants and instrument operators working in all industry sectors.

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	Receive and act upon instructions	1.1	Listen attentively to instructions and respond appropriately
		1.2	Clarify instructions to ensure a complete understanding of the task

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| 2 | Receive and convey messages | 2.1 | Receive verbal and written messages and respond appropriately |
| | | 2.2 | Record and convey information so that messages are understood |
| | | | |
| 3 | Demonstrate appropriate interpersonal skills | 3.1 | Follow workplace procedures which reflect equal opportunity, anti-discrimination and non-harassment legislative requirements |
| | | 3.2 | Demonstrate effective interpersonal skills during everyday interactions |
| | | | |
| 4 | Provide appropriate information | 4.1 | Deal with inquiries in accordance with workplace customer service requirements |
| | | 4.2 | Establish details of inquiry by questioning and summarising |
| | | 4.3 | Access and provide relevant information that meets own authorisation and confidentiality requirements |
| | | 4.4 | Redirect inquiries to relevant personnel for resolution if beyond own area of responsibility |
| | | 4.5 | Complete all workplace documents legibly and accurately in accordance with workplace procedures |

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, scope of testing and covering safety in laboratories, and quality and environmental management
- national work health and safety (WHS) standards and codes of practice
- standard operating procedures (SOPs), laboratory methods, and hazard analysis and critical control points (HACCP) procedures
- workplace documents, such as job descriptions, job (batch) cards, pick lists, time sheets and logbooks, induction manuals, shift handover reports and material safety data sheets (MSDS)
- workplace schedules for (daily) production, laboratory services, calibration and maintenance
- equipment manuals and service logs, and supplier catalogues
- quality manuals, product specifications and (non-)compliance reports
- customer service and telephone protocols

Information

Information includes one or more of:

- common scientific and technical terminology
- symbols, charts, signs, written text, tables, graphs and calculations
- information directories for staff access (personnel and telephone), online databases and CD-ROMs, and online information systems

Communication

Communication includes interactions with one or more of:

- managers, supervisors and other laboratory and production personnel
- members of the public, customers and clients

Items of equipment

Items of equipment include one or more of:

- telephone, two-way radio, PA system and computer (for email, internet)
- direct display readouts

Interpersonal communication

Interpersonal communication includes:

- active listening and effective questioning
- involving others, tolerating the view of others, attempting to reduce conflict and to negotiate suitable outcomes

WHS and environmental management requirements

WHS and environmental management requirements include:

- complying with WHS and environmental management 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

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