



Australian Government

Assessment Requirements for MSL913003 Communicate with other people

Release: 1

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Modification History

| Release | Comments |
|-----------|---|
| Release 1 | <p>This version was released in <i>MSL Laboratory Operations Training Package Release 2.0</i>.</p> <p>Supersedes and equivalent to MSL913001 Communicate with other people. Range of conditions removed. Assessment requirements amended. Equivalent outcome.</p> |

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- communicated effectively with each of the following on at least 2 occasions (each):
 - manager or supervisor
 - laboratory and production personnel
- used a variety of written and oral communication methods.

Knowledge Evidence

There must be evidence the candidate has 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
- workplace communication equipment
- workplace documents:
 - job (batch) cards
 - time sheets and logbooks
 - induction manuals
 - shift handover reports
 - safety data sheets (SDS)
 - equipment manuals and service logs
 - information directories for staff (personnel and telephone)
 - online information systems

- Australian Standards and codes of practice relevant to the laboratory's operations
- standard operating procedures (SOPs) for routine technical tasks undertaken by candidate
- common scientific and technical terminology, including commonly used symbols
- workplace organisational structure, products, services and major customers
- layout of workplace and laboratory, and role of laboratory services
- legal, ethical and work health and safety (WHS) requirements specific to the work task.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - workplace procedures and documents
 - communication equipment, including telephone, directories, email, and internet
- modelling of industry operating conditions, including:
 - within accepted timelines.

Links

MSL Laboratory Operations Companion Volume Implementation Guide is available from VETNet -

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