



Australian Government

MSMSUP210 Process and record information

Release: 1

MSMSUP210 Process and record information

Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP210A Process and record information

Application

This unit of competency covers the skills and knowledge required to process information and respond to the information requirements of own job, including the completion of workplace documents, and clearly and concisely providing relevant information to others.

This unit of competency applies to personnel who are required to identify routine information requirements, access and process information, provide workplace and technical information within their area of expertise and complete workplace documentation. Information will be conveyed orally and in writing.

This unit of competency applies to all work environments and sectors within the industry.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1	Access	1.1	Identify the need for information
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| | information | 1.2 | Request appropriate information |
| | | 1.3 | Access information in accordance with procedures |
| | | 1.4 | Comply with security procedures in accessing appropriate information |
| 2 | Provide appropriate information | 2.1 | Deal with enquiries promptly and courteously |
| | | 2.2 | Establish details of enquiry by questioning and summarising |
| | | 2.3 | Provide appropriate information relevant to enquirer's request |
| | | 2.4 | Organise information clearly, concisely and logically |
| | | 2.5 | Provide information in a form that is readily understood by others |
| | | 2.6 | Provide information in a timely manner |
| | | 2.7 | Redirect enquiries to relevant personnel for resolution where outside the operator's area of responsibility |
| 3 | Give and follow routine instructions | 3.1 | Give accurate, clear and concise instructions that are appropriate for the receiver |
| | | 3.2 | Ensure that interaction with others is efficient, effective, responsive, courteous and supportive |
| | | 3.3 | Confirm that instructions are understood |
| | | 3.4 | Follow prescribed and routine work-related sequences |
| 4 | Provide reports | 4.1 | Complete all workplace documentation and reports clearly and accurately in accordance with procedures |
| | | 4.2 | Report all relevant information clearly and concisely |

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.

Procedures

All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Equipment

Equipment includes one or more of the following:

- telephone
- two-way radio
- computer, tablet, Smartphone or similar

Sources of information

Sources of verbal information include one or more of the following:

- toolbox talks
- team meetings and production meetings
- shift handover
- planning sessions
- discussion with technical experts, supervisors and work health and safety (WHS) officers

Sources of written material include one or more of the following:

- SOPs
- work instructions
- incident procedures
- operating manuals
- quality procedures
- training program contents/materials
- material safety data sheets (MSDS)
- job cards
- maintenance logs
- non-compliance reports
- incidence and accident reports
- permits
- schematics, process flows and engineering drawings

Workplace documentation

Workplace documentation includes one or more of the following:

- forms
- checklists
- maintenance or production logs

Reports

Reports include one or more of the following:

- oral reports, such as shift handover and toolbox talks
- written reports, either hand written or computer-based, such as:
- incident and injury reports
- daily/shift reports/logs

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=d1287d36-dff4-4e9f-ad2c-9d6270054027>