



Australian Government

MSS025033 Provide environmental information to customers

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Supersedes and is equivalent to MSS025020 Provide environmental information to customers.

Application

This unit describes the skills and knowledge required to respond to internal and external requests for environmental information.

This unit applies to environmental technicians and similar roles who are required to work within communication and approval procedures, confirm information needs, source and verify information, write responses and maintain records. Typically, the information will be drawn from environmental management plans, work activities, sampling or monitoring data, test results and trend analysis.

This unit applies in any organisation.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Competency Field

Environmental monitoring and technology

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Process and review request for environmental information	1.1 Confirm and record the source, nature and priority of customer request 1.2 Review request to determine details of request and type of information needed 1.3 Determine whether request is within own area or expertise and/or scope of responsibility and redirect request to relevant person as appropriate 1.4 Check authority to release information according to workplace procedures and relevant personnel 1.5 Seek input from customer and/or supervisor and/or technical experts to confirm or clarify details of request and select appropriate format of

Elements	Performance Criteria
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	response 1.6 Identify structure for information needs based on topics, questions or other aspects of request
2. Collate and evaluate information	2.1 Identify sources and locations of information relevant to request 2.2 Liaise with supervisor to resolve any problems with accessing information 2.3 Extract and copy the required information 2.4 Check that the information is accurate, complete and reliable and conforms to workplace requirements 2.5 Address any information gaps or deficiencies by sourcing additional information or obtaining inputs from relevant personnel 2.6 Liaise with customer on expected timeframes and progress of response in accordance with workplace procedures
3. Provide environmental information	3.1 Develop structure for response to meet details of customer request 3.2 Determine relevant information and incorporate into draft response using clear, concise language and appropriate language style 3.3 Read draft response and make amendments to improve clarity of writing 3.4 Check spelling, punctuation and grammar and correct any errors 3.5 Release information to customer in accordance with communication and approval procedures and using method appropriate to priority, cost, confidentiality and customer facilities 3.6 Liaise with customer to confirm response meets their needs and discuss any amendments or other actions arising with supervisor
4. Maintain records	4.1 Record details of request and information supplied in accordance with workplace procedures 4.2 Notify relevant personnel of request and response in accordance with workplace procedures 4.3 File or store records in the designated place in accordance with workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Reading skills to interpret complex workplace documents and customer requests
- Writing skills to draft and edit information to address specific questions and maintain records
- Oral communication skills to liaise with customer, supervisor and technical experts
- Numeracy skills to interpret and communicate environmental data.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS025020 Provide environmental information to customers.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>