



Australian Government

Department of Education, Employment and Workplace Relations

MSAPMSUP210A Process and record information

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit of competency covers the provision and processing of all relevant information by responding to the information requirements of the plant including the completion of all workplace documents and clearly and concisely providing relevant information to others.

Application of the Unit

Application of this unit

This competency applies to operators who are required to provide information, orally or in writing in a one on one situation or as part of a group discussion.

The operator would:

- complete appropriate workplace forms
- provide appropriate workplace and technical information within their area of expertise
- identify routine information requirements seeking clarification where necessary.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisites

This unit has **no** prerequisites.

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency	Performance criteria describe the required performance needed to demonstrate achievement of the Element. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT ELEMENT	PERFORMANCE CRITERIA Performance criteria describe the required performance needed to demonstrate achievement of the Element. Assessment of performance is to be consistent with the Evidence Guide.
1. Access information.	1.1 Identify the need for 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 consistent with the skills of 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 reports clearly and accurately in accordance with procedures. 4.2 Report all relevant information clearly and concisely.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Competence includes the ability to:

- describe importance of workplace documentation in relation to job role
- apply organization, operational, quality and safety policies and procedures
- apply workplace codes such as numbers, symbols, signs, colour and other codes.

Language, literacy and numeracy requirements

This unit requires the ability to read and interpret work instructions, procedures, operating manuals, job card and other documents provided to operators.

Writing is required to the level of completing workplace forms.

Basic numeracy is required to the extent required by work instructions and procedures.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, required skills and knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Overview of assessment

Assessment will occur on the job or in a simulated workplace. In all cases it may be appropriate to assess this unit concurrently with relevant teamwork and communication units.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Competence must be demonstrated in the ability to provide and assess all required information and that the information provided both verbally and in writing is completed in a clear and concise manner, that is easily understood by others and in accordance with workplace requirements

Consistent performance should be demonstrated. For example, look to see that:

- reports and records are completed accurately, concisely and in accordance with procedures
- all information is provided in an efficient, effective, courteous and timely manner
- completion of shift handover, log books and company production records conveys all relevant information
- information sharing demonstrates effective communication processes such as turn-taking, participating in discussions and tolerating views of others in a way that contributes to the overall discussion
- notes of discussion are prepared so that they can be clearly interpreted by the receiver
- communication distinguishes between relevant and peripheral issues.

Assessment method and context

Assessors must be satisfied that the person can consistently perform the unit as a whole, as defined by the Elements, Performance Criteria and skills and knowledge. A holistic approach should be taken to the assessment.

Competence in this unit may be assessed:

- by observation and questioning to indicate understanding
- in a situation allowing the generation of evidence of the ability to respond to problems
- by using a suitable simulation and/or a range of case studies/scenarios
- by a combination of these techniques.

In all cases it is expected that practical assessment will be combined with targeted questioning to assess the underpinning knowledge and theoretical assessment will be combined with appropriate practical/simulation or similar assessment. Assessors need to be aware of any cultural issues that may affect responses to questions.

Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed.

Reasonable adjustment of assessment tasks will be undertaken as required.

Specific resources for assessment

This section should be read in conjunction with the Range Statement for this unit of competency. Resources required include suitable access to an operating plant or equipment that allows for appropriate and realistic simulation. A bank of case studies/scenarios and questions will also be required to the extent that they form part of the assessment method. Questioning may take place either in the workplace, or in an adjacent, quiet facility such as an office or lunchroom. No other special resources are required.

Access must be provided to appropriate learning and/or assessment support when required. Where applicable, physical resources should include equipment modified for people with disabilities.

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any 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. Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version must be used.

Context

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

Procedures

All operations are performed in accordance with procedures.

Procedures include all relevant workplace procedures, work instructions, temporary instructions and relevant industry and government codes and standards.

Tools and equipment

This competency includes items of equipment such as:

- telephone
- two way radio
- computer equipment.

Information sources and plant documentation may include:

- operating procedures
- work instructions

- incident procedures
- operating manuals
- quality procedures
- training program contents/materials
- safety data sheets
- job cards
- maintenance logs
- non compliance reports
- incidence and accident reports
- permits
- schematics/process flows/engineering drawings.

Reports

Reports includes the following as appropriate to workplace requirements:

- oral
- written
- electronic
- handovers (giving/receiving).

Problems

Respond to routine problems means 'apply known solutions to a limited range of predictable problems'. Typical process and product problems may include:

- difficulty in quickly locating information required
- missing forms, logbooks etc.
- conflicting work priorities
- delays in reporting of information
- information is inaccessible
- absence of approver/ other signatories
- breakdown of communication equipment.

Appropriate action for non-routine problems may be reported to designated person or other action identified in the procedures.

Unit Sector(s)

Not applicable.