



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
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

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for MSL913001 Communicate with other people

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Performance Evidence

- Evidence of competence in this unit must satisfy all of the requirements of the elements and performance criteria, and include demonstration of:
- using available communication equipment effectively, including, but not limited to, telephone, online and hard copy directories, email, intranet and internet
- responding to calls and messages and receiving and passing on written and oral messages within accepted workplace timelines
- listening attentively and clarifying messages and instructions to confirm their meaning
- locating relevant sources of information
- providing accurate and timely information using appropriate terminology
- completing workplace documents legibly and accurately

communicating effectively with people from different organisational levels and diverse cultural backgrounds

promoting cooperation through effective personal interactions.

Knowledge Evidence

Must provide evidence that demonstrates 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
- standard operating procedures (SOPs) for routine technical tasks undertaken by candidate
- work health and safety (WHS) and environment requirements
- equal opportunity, anti-discrimination and anti-harassment requirements
- workplace organisational structure, products, services and major customers
- layout of workplace and laboratory, and role of laboratory services.

Assessment Conditions

- Judgement of competence must be based on holistic assessment of the evidence. Assessment methods must confirm consistency of performance over time, rather than a single assessment event.

- This unit of competency is to be assessed in the workplace, or a simulated workplace environment. A simulated workplace environment must reflect realistic operational workplace conditions that cover all aspects of workplace performance, including the environment, task skills, task management skills, contingency management skills and job role environment skills.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Knowledge evidence may be collected concurrently with performance evidence or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept in each case).
- This unit of competency may be assessed with:
 - MSL933002 Contribute to the achievement of quality objectives
- Holistic assessment methods include:
 - review of messages and workplace documentation prepared by the candidate
 - performance feedback from peers, customers and supervisors
 - observation of the candidate's performance of a wide range of technical and administrative tasks
 - questioning to assess understanding of workplace procedures.
- Access is required to instruments, equipment, materials, workplace documentation, procedures and specifications associated with this unit, including, but not limited to:
 - workplace procedures and documents
 - communication equipment, including telephone, online and hard copy directories, email, intranet and internet.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competence and currency.
- Technical competence can be demonstrated through:
 - relevant VET or other qualification/Statement of Attainment AND/OR
 - relevant workplace experience.
- Currency can be demonstrated through:
 - performing the competency being assessed as part of current employment OR
 - having consulted with a laboratory about performing the competency being assessed within the last twelve months.

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