



Australian Government

MSL913003 Communicate with other people

Release: 1

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Modification History

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

Application

This unit of competency describes the skills and knowledge 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 applies to laboratory assistants and instrument operators working in all industry sectors.

No licensing or certification requirements exist at the time of publication. However, regulations and/or external accreditation requirements for laboratory operations exist, so local requirements should be checked. Relevant legislation, industry standards and codes of practice within Australia must also be applied.

Pre-requisite Unit

Nil

Competency Field

Communication/organisation

Elements and Performance Criteria

Elements describe the essential outcomes.

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

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|---|--|-----|--|
| 1 | Receive and act upon instructions | 1.1 | Listen to instructions and respond appropriately |
| | | 1.2 | Clarify instructions to ensure understanding of the task |

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
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.

Unit Mapping Information

Equivalent to MSL913001 Communicate with other people, Release 1.

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>

Assessment Requirements for MSL913003 Communicate with other people

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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.

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