



Australian Government

Assessment Requirements for MSL915003 Provide information to customers

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 MSL915001 Provide information to customers. Range of conditions removed. Assessment requirements amended.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- effectively assessed, prioritised and responded to specialised technical inquiries including:
 - providing clear and accurate information to 1 internal customer
 - providing clear and accurate appropriate information to 1 external customer.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- responding to both internal and external inquiries of a specialised technical nature
- correctly assessing and prioritising requests for information
- gathering information and data, such as trend analysis
- confirming the validity of results
- providing authorised information that is accurate, relevant and in the required format
- using technical terminology appropriate to the customer and avoiding jargon
- effective communication strategies
- communicating in an efficient and polite manner, taking into account the needs of the customer
- recording and filing records of the request and information provided as required by workplace procedures
- communication equipment: telephone, email, intranet, internet and computer software applications (databases and spreadsheets)
- workplace business goals and key performance indicators as a basis for dealing with customers
- workplace, state/territory and Commonwealth requirements for:

- work health and safety (WHS):
 - managing risks and hazards
 - safety requirements for the use of equipment, materials and products
- confidentiality and security.

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:
 - information directories and databases
 - workplace procedures
 - information technology, including telephone and computer equipment, email and online information systems.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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>