



Australian Government

MSL915003 Provide information to customers

Release: 1

MSL915003 Provide information to customers

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.

Application

This unit of competency covers describes the skills and knowledge to respond to both internal and external inquiries of a specialised technical nature. The advice and information requested will require the gathering of information, such as trend analysis, collection of data and samples, confirmation of validity of results, and revision of plans or product advice additional to that on data sheets.

This unit of competency applies to technical assistants and officers in all industry sectors. All personnel that conduct sampling and testing are required to communicate appropriately with internal and external customers in order to respond effectively to requests of a specialised technical nature.

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.

1 **Assess the**

1.1 Clarify and confirm the source, nature and priority of the

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	request for information and/or advice		request
		1.2	Record the receipt of the request in accordance with workplace procedures
2	Prepare response	2.1	Locate and obtain required information
		2.2	Decide whether to obtain or generate additional information given the priority and costs involved
		2.3	Seek required approval/authority to release information before proceeding
3	Provide information and/or advice	3.1	Ensure that information is accurate, relevant and complies with workplace/statutory requirements
		3.2	Keep the customer informed of progress when it is not possible to answer immediately
		3.3	Notify other relevant personnel of request and response in accordance with workplace procedures
		3.4	Use most appropriate communication method given priority, cost and customer facilities
		3.5	Provide information in a format suitable to customer
		3.6	Check that the response met the customer's needs and take appropriate actions
		3.7	Deal with customers politely, efficiently and appropriately, and in accordance with workplace procedures
4	Record details of the request and response	4.1	Record all information details accurately in accordance with workplace procedures
		4.2	Ensure that all written information is accurate and/or legible
		4.3	File all records in the designated place and in accordance

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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 MSL915001 Provide information to customers, 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 MSL915003 Provide information to customers

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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:

- 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.

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