



Australian Government

MSS024013 Work and communicate effectively as an environmental technician

Release: 1

MSS024013 Work and communicate effectively as an environmental technician

Modification History

Release 1. Updated unit code. Changes to elements and performance criteria. Range of conditions removed. Assessment requirements amended. Equivalent outcome.

Application

This unit describes the skills and knowledge required to work effectively within Australia's framework for environmental management and the culture of the organisation; safely perform environmental technical services and interact effectively with a diverse range of people in many industry and community settings.

This unit applies to the induction of environmental technicians into an organisation working in a range of industry sectors, including environmental services; environmental compliance, auditing and inspection; groundwater and clean water; water treatment, storm and wastewater management; solid and hazardous waste management, and site remediation; management of contaminated sites; geotechnical services and civil engineering; and natural resource management.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil

Competency Field

Induction

Unit Sector

Environmental

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 | Work in accordance with | 1.1 | Identify organisation's business goals, ethics, products and environmental services relevant to role |
|---|--------------------------------|-----|--|

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
	organisation's agreements and legislative requirements	1.2	Follow environmental management requirements, including sustainable energy principles and work practices relevant to role
		1.3	Read and follow organisation's policy and procedures relating to employment, security, confidentiality and reporting lines
		1.4	Read and follow work health and safety (WHS) and regulatory requirements, codes of practice, standards, hazards and risks, and control measures relevant to environmental technical services provided
2	Provide environmental technical services	2.1	Identify workplace roles and responsibilities of personnel working within the environmental function
		2.2	Identify typical tasks and calendar of events in work area
		2.3	Recognise and locate the equipment and resources required for everyday work
		2.4	Read and follow work instructions to perform environmental technical tasks correctly, safely and efficiently
		2.5	Seek clarification on work instructions
		2.6	Maintain own work area, equipment and materials in a safe and organised manner according to workplace procedures
3	Organise daily work efficiently	3.1	Assess and prioritise workload according to level of responsibility
		3.2	Advise supervisor if additional resources or support are required to improve performance
		3.3	Undertake duties in a positive manner to enhance workplace cooperation and efficiency

Elements describe the essential outcomes.

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

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| 4 | Communicate and liaise effectively with customers, contractors and stakeholders | 4.1 | Listen actively and use appropriate language when communicating with other people |
| | | 4.2 | Respond appropriately to verbal and written messages |
| | | 4.3 | Record and convey information so that it is clearly understood |
| | | 4.4 | Respect the values, concerns and diverse views of people involved in, or impacted by, organisation's activities |
| | | 4.5 | Resolve conflict through meaningful negotiation and compromise |
| | | 4.6 | Redirect inquiries or disputes beyond own area of responsibility to relevant personnel for action |
| | | 4.7 | Adhere to site agreements and protocols to maintain credibility and trust |
| | | | |
| 5 | Accept responsibility for quality of own work | 5.1 | Monitor and adjust work practices to ensure that the quality of outputs is maintained |
| | | 5.2 | Identify and report opportunities for improvements in procedures, processes and equipment in work area |
| | | | |
| 6 | Identify own learning needs | 6.1 | Identify career options and training opportunities in the organisation |
| | | 6.2 | Consult appropriate personnel to identify own learning needs for future work requirements and career options |

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS024001 Work and communicate effectively as an environmental technician.

Links

The MSS Sustainability Companion Volume implementation Guides are available from VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>

Assessment Requirements for MSS024013 Work and communicate effectively as an environmental technician

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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:

- interpreted workplace information, including at least 1 of the following types of information: legislative, employment, security, confidentiality and reporting requirements; site agreements and protocols; and work instructions
- communicated effectively with customers, contractors and stakeholders on at least 2 occasions.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- key features of Australia's environmental management framework; legislation, industry codes of practice and Australian Standards relevant to job role
- organisation's business objectives, sites, product and service range, structure and reporting lines
- role of the organisation's environmental function (including services, products, technology and compliance)
- features of job role statements and position descriptions for environmental technicians
- rights and responsibilities of employer and employees
- ethical values and principles, including respect for the law, responsibility, courtesy, diligence and confidentiality
- name and function of equipment, materials and other resources used to perform environmental technical tasks in job role
- workplace policies and procedures that govern own employment and personal work; health, safety and environment
- hazards, safe work practices and use of personal protective equipment (PPE) for job role
- communication strategies and techniques to give and receive information, address differing opinions and avoid or resolve work conflicts

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions, contingencies, facilities, equipment and resources.

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

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