



Australian Government

MSS024025 Work and communicate effectively as an environmental technician

Release: 1

MSS024025 Work and communicate effectively as an environmental technician

Modification History

Release 1. Unit code changed. Application changed. Elements changed. Performance Criteria changed. Foundation Skills populated. Assessment Requirements changed. Supersedes and is equivalent to MSS024013 Work and communicate effectively as an environmental technician.

Application

This unit describes the skills and knowledge required to work effectively within the Australian regulatory framework for environmental management.

This unit applies to environmental assistants, environmental officers, environmental technicians or similar roles who are required to apply an understanding of the legislative, regulatory and organisational requirements for environmental management to safely perform environmental technical services and interact effectively with a diverse range of people in industry and community settings.

This unit applies in a range of industry sectors, including but not limited to environmental services; environmental compliance, auditing and inspection; groundwater and clean water management; 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.

Competency Field

Environmental monitoring and technology

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Work in accordance with organisational and regulatory requirements	1.1 Identify organisation's business goals, ethics, products and environmental services relevant to role 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 own employment and reporting, security, confidentiality and reporting lines

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	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 to be provided
2. Provide environmental technical services	2.1 Identify roles and responsibilities of personnel 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 Clarify and/or confirm work instructions with specified personnel 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 within own area of responsibility 3.2 Advise supervisor of additional resources or support needed to improve performance 3.3 Undertake duties in a positive manner to enhance workplace cooperation and efficiency
4. Communicate and liaise effectively with customers, contractors and stakeholders	4.1 Listen actively and seek clarification when communicating with other people 4.2 Respond to verbal and written messages using appropriate language and communication style 4.3 Record and convey information using clear and concise language suitable for the target audience 4.4 Communicate with respect for the values, concerns and diverse views of others 4.5 Resolve conflict through meaningful negotiation and compromise 4.6 Redirect inquiries or disputes beyond own area of responsibility to relevant personnel 4.7 Adhere to site agreements and protocols to maintain credibility and trust
5. Accept responsibility for quality of own work	5.1 Monitor quality of own work and adjust work practices to ensure quality of outputs is maintained 5.2 Identify and report opportunities for improvements in procedures,

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	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 with relevant personnel to identify own learning needs for future work requirements and career options

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Reading skills to interpret complex workplace documentation
- Writing skills to communicate with customers, contractors and stakeholders
- Oral communication skills to listen to and communicate with customers, contractors and stakeholders
- Learning skills to identify own learning needs.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS024013 Work and communicate effectively as an environmental technician.

Links

Companion Volume Implementation Guides are found in VETNet -

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

Assessment Requirements for MSS024025 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 demonstrated the ability to:

- read and apply workplace documentation, including at least 2 of the following:
 - environmental management procedures
 - legislation or regulations
 - employment related procedures
 - site agreements and protocols
- communicate effectively with customers, contractors or 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.
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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 documentation
 - customers, contractors or stakeholders
- modelling of industry operating conditions.

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

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