



Australian Government

MSS025004 Provide environmental information to customers

Release: 1

MSS025004 Provide environmental information to customers

Modification History

Release 1. Supersedes and is equivalent to MSS025004A Provide environmental information to customers

Application

This unit of competency covers the ability to respond to internal and external requests for information about environmental management plans, policies, procedures and/or environmental data. Personnel are required to gather information, such as environmental management requirements for specific work activities, revised plans/procedures, sampling or monitoring data, test results and trend analysis, and supply it to customers in accordance with workplace procedures.

This unit of competency is applicable to environmental technicians working in all industry sectors.

While no specific licensing or certification requirements apply to this unit at the time of publication, environmental monitoring and management activities are governed by relevant legislation, regulations and/or external accreditation requirements. Local requirements should be checked.

Pre-requisite Unit

Nil

Competency Field

Data

Unit Sector

Environmental

Elements and Performance Criteria

Elements describe the essential outcomes.

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

1	Receive and assess the request for environmental	1.1	Confirm and record the source, nature and priority of the customer's request.
		1.2	Redirect the request to a more relevant person, if appropriate.

	information	1.3	Check authority/approval to release information by referring to workplace procedures or relevant personnel.
2	Prepare the response	2.1	Identify sources and/or locations of required information.
		2.2	Resolve any problems with accessing information in consultation with supervisor.
		2.3	Extract and copy the required information.
		2.4	Check that the information is accurate, complete and reliable and conforms to workplace requirements.
		2.5	Address any information gaps or deficiencies by sourcing additional information or obtaining inputs from relevant personnel.
		2.6	Keep the customer informed of progress when it is not possible to answer their request within the agreed timeframe.
3	Provide environmental information	3.1	Prepare correspondence/report using clear, concise language and in the specified format.
		3.2	Check/revise text to ensure that the intended meaning is not ambiguous.
		3.3	Check spelling, punctuation and grammar and correct any errors.
		3.4	Use the most appropriate communication method given the priority, cost and confidentiality involved and the customer's facilities.
		3.5	Check that the information supplied meets the customer's needs and, if not, take appropriate action.
4	Record details of request and response	4.1	Record all details of the request and information supplied in accordance with workplace procedures.
		4.2	Notify other relevant personnel of request and response in accordance with workplace procedures.

- 4.3 File/store records in the designated place in accordance with workplace procedures.

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.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Legislation, regulations, standards, codes, workplace procedures and requirements include the latest version of one or more of:

- federal legislation, such as the Environment Protection and Biodiversity Conservation Act, Australian Heritage Council Act, Native Title Act and National Environmental Protection Measures
- state/territory government legislation and local government by-laws, policies, regulations and plans dealing with land use; environmental protection; cultural/heritage sites; vegetation management; nature conservation and wildlife/plant protection; water and water management; soil conservation; pollution and contaminated sites; fisheries, forestry and mining operations
- national strategies dealing with water quality management, ecologically sustainable development, greenhouse and energy reporting
- legislation, standards and codes of practice for work health and safety (WHS) and handling of dangerous goods
- Australian and international standards covering environmental management, such as AS/NZS ISO 14000 Basic Set:2007 Environmental Management Basic Set
- registration/licensing and/or accreditation requirements
- information for specific sites and/or activities (e.g. sampling, monitoring, construction and mining), such as applicable legislative requirements and approval requirements, workplace environmental and emergency management plans and procedures, site processes and work schedules, monitoring/inspection procedures and environmental management actions, sampling and in-situ measurement procedures

	• procedures covering receipt of requests for information and release of information data and results, confidentiality and security of workplace information, records and reporting • workplace documents, such as work schedules, standard operating procedures (SOPs); equipment manuals and warranties; job hazard analyses; work method statements; safety data sheets (SDS) and safe work procedures; waste minimisation, containment, processing and safe disposal procedures.
Environmental information includes one or more of:	• details of legislation, regulations, guidelines, standards, codes of practice, licence conditions, approvals and permits • workplace environmental management plans, policies, strategies, procedures and required actions • site/project initial advice statements and risk/impact assessments • records of site consultations with interested parties • site/project environmental reports (e.g. weekly/monthly monitoring of air, water and noise) • flora and fauna survey results • environmental data sets, such as: • satellite imagery and remote sensing data • geophysical, geochemical, geological, hydrological and meteorological data • ecological data, such as distribution of vegetation, fauna and pests • social science data, such as demographic and census information • land use data, zoning and property classifications • historical records and photographs • workplace information about sites/projects/programs for stakeholders and interested parties • entries for workplace website • cost, estimation of quantities and time • contractual variations and claims • notification of environmental issues and problems • internal environmental audit/inspection findings • environmental training records.
Customers include one or more of:	• internal customers, such as site environmental officer, environmental manager, construction manager, operations manager and project manager • external customers, such as regulatory authorities, government

departments, suppliers, contractors, consulting engineers, scientists, planners and community groups.

Sources of information include one or more of:

- workplace intranet/information management system
- contractors providing environmental services
- government departments and agencies (e.g. environment, climate change, agriculture and mining)
- regulatory authorities
- utility authorities/companies (e.g. water, gas and electricity)
- land title office and Valuer General
- local government records
- Geoscience Australia
- Australian Social Science Data Archive
- internet, library/archive collections, annual reports and community newsletters
- media reports (e.g. TV, video, audio and photographs).

WHS and environmental management requirements include:

- compliance with relevant federal/state/territory WHS legislation at all times
- assuming that samples are potentially hazardous and applying standard precautions
- accessing and applying current industry understanding of infection control issued by the National Health and Medical Research Council (NHMRC) and state/territory Departments of Health, where relevant.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS025004A Provide environmental information to customers

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 MSS025004 Provide environmental information to customers

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Performance Evidence

Evidence of competence in this unit must satisfy all of the requirements of the elements and performance criteria, and include demonstration of:

- providing environmental information to at least three (3) different customers
- applying workplace procedures for the receipt of information requests, release of information and record keeping
- analysing and prioritising requests for information
- seeking advice when requests for information are unclear or are beyond scope of competence/responsibility
- locating and organising relevant information from a range of sources
- supplying accurate, reliable information that meets the customer's needs and uses language, style and format that is readily understood
- preparing written documents that are free from spelling, grammatical and formatting errors
- providing authorised information within the expected timeframe and confirming the client's understanding
- maintaining security and confidentiality of information in accordance with workplace procedures.

Knowledge Evidence

Must provide evidence that demonstrates knowledge of:

- common sources of environmental information
- environmental protection/management terminology, concepts and principles
- site/project/program characteristics and the nature of activities
- environmental legislative/regulatory requirements relevant to site/project/program within scope of responsibility
- workplace environmental management plans, procedures, control measures and management actions for site/project/program within scope of responsibility
- environmental management values, environmental issues, risks and impacts for site/project/program
- workplace procedures for the receipt of information requests, release of information and record keeping.

Assessment Conditions

- Judgement of competence must be based on holistic assessment of the evidence. Assessment methods must confirm consistency of performance over time, rather than a single assessment event.
- This unit of competency is to be assessed in the workplace, or a simulated workplace environment. A simulated workplace environment must reflect realistic operational workplace conditions that cover all aspects of workplace performance, including the environment, task skills, task management skills, contingency management skills and job role environment skills.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Knowledge evidence may be collected concurrently with performance evidence or through an independent process such as workbooks, written assessments or interviews (provided a record is kept in each case).
- Holistic assessment methods include:
 - review of environmental information provided by the candidate to at least three (3) different customers
 - feedback from supervisor and/or customers that the candidate consistently provides timely information which meets their needs
 - oral and/or written questions to assess the candidate's knowledge of environmental management terms, principles, legislative/regulatory requirements, workplace environmental management plans, policies and procedures.
- Access is required to workplace documentation, procedures, and specifications associated with this unit including, but not limited to:
 - site/project/program history
 - relevant legislation, codes, standards, workplace environmental management policies, plans, strategies, procedures and checklists
 - access to a computer, internet, data sets, workplace information management system and reports.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competency and currency.
- Technical competence can be demonstrated through:
 - relevant VET or other qualification/Statement of Attainment AND/OR
 - relevant workplace experience
- Currency can be demonstrated through:
 - performing the competency being assessed as part of current employment OR
 - having consulted with an organisation providing environmental monitoring, management or technology related services about performing the competency being assessed within the last twelve months.

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