



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.

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| 1 | Receive and assess the request for environmental information | 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. |
| | | 1.3 | Check authority/approval to release information by referring to workplace procedures or relevant personnel. |
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| 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. |
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| 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. |

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| | | 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

- details of legislation, regulations, guidelines, standards, codes of practice, licence conditions, approvals and permits

one or more of:

- 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

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Links

MSA Training Package Implementation Guides - <http://mskills.org.au/training-packages/info/>