



Australian Government

MSS025020 Provide environmental information to customers

Release: 1

MSS025020 Provide environmental information to customers

Modification History

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

Application

This unit describes the skills and knowledge to respond to internal and external requests for information about environmental management plans, policies, procedures and environmental data. Personnel are required to gather information and supply it to customers in accordance with workplace procedures. Information gathered might include environmental management requirements for specific work activities; revised plans or procedures; sampling or monitoring data; test results and trend analysis.

This unit applies to environmental technicians working in all industry sectors.

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

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 information	1.1	Confirm and record the source, nature and priority of the customer's request
		1.2	Redirect the request to relevant person
		1.3	Check authority to release information according to workplace procedures and relevant personnel

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| 2 | Prepare the response | 2.1 | Identify sources and 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 | Write correspondence using clear, concise language and in the specified format |
| | | 3.2 | Check and revise text to ensure that the intended meaning is not ambiguous |
| | | 3.3 | Check spelling, punctuation and grammar and correct any errors |
| | | 3.4 | Select and use communication method according to 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 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 or store records in the designated place in accordance 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

Release 1. Supersedes and is equivalent to MSS025004 Provide environmental information to customers.

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 MSS025020 Provide environmental 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:

- provided environmental information in response to at least 3 requests for information, including:
 - applying workplace procedures for the receipt of information requests, release of information and record keeping
 - 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.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

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

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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