



Australian Government

Assessment Requirements for MSS027003 Provide environmental advice to clients

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSS027003A Provide environmental advice to clients

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 reliable environmental advice (about environmental issues, problems or aspects of environmental management plans, policies and procedures that are relevant to a specific site, project or program) for at least two (2) different clients
- describing actions taken to develop and maintain specialist environmental knowledge relevant to their job role
- clarifying and prioritising client requests for environmental advice and analysing the risks involved
- locating, analysing and synthesising sufficient information to address the environmental issues, principles, legal requirements and patterns/trends in data of interest to the client
- clearly explaining complex environmental management concepts, principles and procedures and legislative/regulatory requirements
- summarising and organising environmental information in a logical sequence for clients
- providing environmental advice that meets the client's needs and is based on clear legislative requirements and/or sound environmental management practices
- listening actively, asking questions and using feedback to clarify options and improve the quality of environmental advice provided to clients
- releasing authorised advice to clients in accordance with workplace procedures
- presenting accurate information using language, style and format that is readily understood
- communicating advice to clients within the expected timeframe and confirming their understanding
- seeking advice when issues/problems are beyond scope of competence/responsibility
- maintaining records and the security/confidentiality of information in accordance with workplace procedures.

Knowledge Evidence

- Must provide evidence that demonstrates knowledge of:
- common environmental protection/management terminology, concepts and principles relevant to job role
- common sources of environmental information relevant to job role
- environmental legislative/regulatory requirements and responsibilities relevant to site/project/program
- workplace environmental management plans, workplace procedures for identifying and assessing environmental risks and impacts, providing advice and responding to environmental incidents
- specific site/project/program characteristics, nature of activities conducted at site, environmental management values, environmental issues, risks and impacts; recommended control measures and management actions

workplace procedures for managing security and confidentiality of information, managing client relations, responding to complaints, release of authorised advice, records management and reporting.

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 advice and supporting documentation prepared by the candidate for at least two (2) different clients
 - feedback from a manager that the candidate provides reliable and timely environmental advice that meets clients' needs
 - oral and/or written questions to assess the candidate's knowledge of environmental management terms and principles, legislative/regulatory requirements for site/project/program, workplace environmental management plans, workplace policies and procedures governing provision of advice to clients
 - analysis of case studies requiring advice about environmental issues/problems within the candidate's scope of responsibility
 - observation of the candidate presenting advice to clients.
- Access is required to workplace documentation, procedures and specifications associated with this unit including, but not limited to:
 - site/project/program history
 - reports, published case studies and research findings relevant to site/project/program
 - relevant legislation, codes, standards, workplace environmental management policies, plans, 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.

Links

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