



Australian Government

MSS027003 Provide environmental advice to clients

Release: 1

MSS027003 Provide environmental advice to clients

Modification History

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

Application

This unit of competency covers the ability to provide verbal or written advice to clients about environmental issues, problems or aspects of environmental management plans, policies and procedures that are relevant to a specific site, project or program. Personnel are required to identify and analyse the issue or problem, source relevant information, formulate advice from a range of options and communicate the authorised advice clearly to the client. They work under the supervision of an environmental scientist or engineer, site manager or workplace environmental manager.

Note that the term ‘manager’ is used to refer to management of a function, project and /or program and does not necessarily imply line management.

This unit of competency is applicable to environmental site coordinators, environmental managers and senior environmental officers 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

Management

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 | Develop and maintain specialist environmental knowledge | 1.1 | Build a comprehensive knowledge and understanding of relevant environmental issues through networking and researching examples of environmental management best practice. |
| | | 1.2 | Collate and store information in accordance with workplace requirements. |
| | | 1.3 | Apply acquired information to improve the quality of work outputs. |
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| 2 | Define and analyse the request for advice | 2.1 | Confirm and record the source, nature and priority of the client request. |
| | | 2.2 | Clarify the issue/problem/requested information and analyse the risks involved with providing advice. |
| | | 2.3 | Clarify workplace communication protocols and redirect the request to a more relevant person, if appropriate. |
| | | 2.4 | Seek guidance from relevant personnel, as necessary. |
| | | | |
| 3 | Gather and analyse relevant information | 3.1 | Identify the information required to formulate useful advice. |
| | | 3.2 | Identify available sources of information that are relevant and reliable. |
| | | 3.3 | Obtain external expert opinion and advice in accordance with workplace procedures, if required. |
| | | 3.4 | Analyse available information to identify issues, principles, legal requirements, patterns and/or trends in data that are of interest to the client. |

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| 4 | Formulate advice | <div style="display: flex; align-items: flex-start;"><div style="margin-right: 10px;">4.1</div><div>Develop advice options that are based on clear legislative requirements and/or sound environmental management practices.</div></div> <div style="margin-top: 10px;"><div style="display: flex; align-items: flex-start;"><div style="margin-right: 10px;">4.2</div><div>Clearly distinguish between fact and opinion.</div></div><div style="margin-top: 10px;"><div style="display: flex; align-items: flex-start;"><div style="margin-right: 10px;">4.3</div><div>Justify any assumptions made and support conclusions with reasoned arguments and appropriate evidence.</div></div><div style="margin-top: 10px;"><div style="display: flex; align-items: flex-start;"><div style="margin-right: 10px;">4.4</div><div>If necessary, discuss options with client and/or relevant personnel, incorporate their feedback and finalise advice.</div></div><div style="margin-top: 10px;"><div style="display: flex; align-items: flex-start;"><div style="margin-right: 10px;">4.5</div><div>Ensure that advice is accurate and meets the client's needs.</div></div><div style="margin-top: 10px;"><div style="display: flex; align-items: flex-start;"><div style="margin-right: 10px;">4.6</div><div>Obtain authorisation to release advice to client in accordance with workplace communication protocols.</div></div></div></div></div></div></div> |
| 5 | Communicate advice to client | <div style="display: flex; align-items: flex-start;"><div style="margin-right: 10px;">5.1</div><div>Provide timely, authorised advice in accordance with workplace policies/procedures and in a format/manner that suits the client.</div></div> <div style="margin-top: 10px;"><div style="display: flex; align-items: flex-start;"><div style="margin-right: 10px;">5.2</div><div>Check and confirm client's understanding of the advice provided.</div></div><div style="margin-top: 10px;"><div style="display: flex; align-items: flex-start;"><div style="margin-right: 10px;">5.3</div><div>Use feedback from clients to improve the way advice is developed and provided.</div></div></div></div> |
| 6 | Record details of the request and advice | <div style="display: flex; align-items: flex-start;"><div style="margin-right: 10px;">6.1</div><div>Record accurate details of request, client contact and advice in accordance with workplace procedures.</div></div> <div style="margin-top: 10px;"><div style="display: flex; align-items: flex-start;"><div style="margin-right: 10px;">6.2</div><div>File records in accordance with workplace procedures.</div></div></div> |

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, acquisition, planning and protection; 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 issues and problems include one or more of:

- identifying and addressing cultural heritage issues
- managing site amenity and access issues
- designing/conducting environmental monitoring baseline studies and social risk/impact assessments

- managing expectations and addressing community concerns about impacts, community development and local employment opportunities
- responding to community or stakeholder complaints
- responding to environmental exceedances (e.g. noise, dust and water quality) and adverse audit findings
- investigating/responding to environmental non-conformance, non-compliance and incidents
- informing interested parties about changes to site/project/program operations
- involving interested parties in site/project/program closure planning
- developing and coordinating a site rehabilitation program
- developing environmental management strategies (e.g. for water use, wastewater, energy, waste and sustainability).

Information includes one or more of:

- legislation, regulations, guidelines, standards, codes of practice, licence conditions and approval processes
- environmental management case studies, research findings and models of good practice
- workplace environmental management plans, policies, strategies and procedures
- site/project initial advice statements and risk/impact assessments
- records of site consultations with interested parties
- site/project environmental reports (e.g. weekly and monthly monitoring)
- 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
- community surveys
- maps (road and topographical) and aerial photos
- site utilities/services (e.g. water, sewer, electricity and gas)
- government reports
- articles (e.g. online, academic, newspaper and journal).

Sources of information include one or more of:

- government departments and agencies (e.g. environment, climate change, agriculture and mining)
- regulatory authorities
- universities, cooperative research centres
- 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
- companies providing environmental services
- internet, library/archive collections, annual reports and community newsletters.

External expert opinion includes one or more of:

- government regulators
- environmental consultants
- contractors
- solicitors
- environmental scientists, engineers and planners
- professional groups and organisations
- community leaders and tribal elders.

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/>