



Australian Government

MSS027015 Provide environmental advice to clients

Release: 1

MSS027015 Provide environmental advice to clients

Modification History

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

Application

This unit describes the skills and knowledge 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.

This unit applies to environmental site coordinators, environmental managers and senior environmental officers working in all industry sectors. They may also work under the supervision of an environmental scientist or engineer, site manager or workplace environmental manager.

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

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.

1	Develop and maintain specialist environmental knowledge	1.1	Research and read examples of environmental management best practice to improve quality of own work outputs
		1.2	Use networking to build and maintain a comprehensive knowledge and understanding of environmental issues

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
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 or requested information and analyse the risks involved with providing advice
		2.3	Clarify workplace communication protocols
		2.4	Redirect the request or seek guidance from relevant personnel
3	Gather and analyse 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
		3.4	Analyse available information to identify issues, principles, legal requirements, patterns and trends in data that are of interest to the client
4	Formulate advice	4.1	Develop advice options that are based on clear legislative requirements and sound environmental management practices
		4.2	Clearly distinguish between fact and opinion
		4.3	Justify any assumptions made and support conclusions with reasoned arguments and evidence
		4.4	Discuss options with client and relevant personnel, incorporate their feedback and finalise advice
		4.5	Ensure that advice is accurate and meets the client's needs
		4.6	Obtain authorisation to release advice to client in accordance with workplace communication protocols

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

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| 5 | Communicate advice to client | 5.1 | Provide timely, authorised advice in accordance with workplace policies and procedures and in a format or manner that suits the client |
| | | 5.2 | Check and confirm client's understanding of the advice provided |
| | | 5.3 | Use feedback from clients to improve the way advice is developed and provided |
| 6 | Record details of the request and advice | 6.1 | Record accurate details of request, client contact and advice in accordance with workplace procedures |
| | | 6.2 | File records 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 MSS027003 Provide environmental advice to clients.

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 MSS027015 Provide environmental advice to clients

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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 reliable environmental advice both verbally and in writing to at least 2 different clients about environmental issues, problems or aspects of environmental management plans, policies and procedures that are relevant to a specific site, project or program.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- environmental protection and management terminology, concepts and principles relevant to job role
- sources of environmental information relevant to job role
- environmental legislative and regulatory requirements and responsibilities relevant to site, project or 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 or 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.
- external experts.

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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