



Australian Government

Department of Education, Employment and Workplace Relations

MSS025004A Provide environmental information to customers

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit of competency covers the ability to respond to internal and external requests for information about enterprise 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 enterprise procedures.

Application of the Unit

This unit of competency is applicable to environmental technicians working in a range of industry sectors, such as:

- environmental monitoring, sampling and field testing (e.g. air, odour, water, soil and noise)
- geotechnical services
- natural resource management
- occupational hygiene monitoring (e.g. air, noise and radiation)
- groundwater and clean water (e.g. catchments, supply and environmental flows)
- water treatment, storm and wastewater management
- solid and hazardous waste management
- site remediation/rehabilitation
- resource efficiency (e.g. energy, water and waste auditing).
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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 enterprise procedures or relevant personnel
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 with enterprise 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	Prepare correspondence or 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
 - 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 enterprise procedures
 - 4.2 Notify other relevant personnel of request and response in accordance with enterprise procedures
 - 4.3 File/store records in the designated place in accordance with enterprise procedures

Required Skills and Knowledge

Required skills

Required skills include:

- applying enterprise procedures for the receipt of information requests, release of information and record keeping
- analysing and prioritising requests for information
- locating and organising relevant information from a range of sources
- providing information that is accurate, clear, unambiguous and meets the client's needs
- preparing written documents that are free from spelling, grammatical and formatting errors
- seeking advice when requests for information are unclear or are beyond scope of competence/responsibility
- listening actively and asking questions to clarify a client's understanding
- maintaining security and confidentiality of information in accordance with enterprise procedures
- maintaining records

Required knowledge

Required knowledge includes:

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

Evidence Guide

Overview of assessment	Competency must be demonstrated in the ability to
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	perform consistently at the required standard.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessors must be satisfied that the candidate can competently and consistently apply the skills covered by this unit of competency in new and different situations and contexts. Critical aspects of assessment and evidence include: • following enterprise procedures for providing environmental information to customers • locating and supplying accurate, reliable information that meets the customer's needs • providing authorised information using language, style and format that is readily understood • communicating information within the expected timeframe and confirming the client's understanding.
Context of and specific resources for assessment	This unit of competency is to be assessed in the workplace or a simulated workplace environment. Assessment should emphasise a workplace context and procedures found in the candidate's workplace. This unit of competency may be assessed with: • <i>MSS025003A Report environmental data</i> • environmental monitoring units, such as the <i>MSS024000A and MSS025000A series units of competency</i>. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. Resources may include: • site/project/program history • relevant legislation, codes, standards, enterprise environmental management policies, plans, strategies, procedures and checklists • access to a computer, internet, data sets, enterprise information management system and reports.
Method of assessment	The following assessment methods are suggested: • review of environmental information provided by the candidate to a range of customers • feedback from supervisor and customers that the candidate consistently provides timely information which meets their needs • oral/written tests involving environmental management terms, principles, legislative/regulatory

	requirements, enterprise environmental management plans, policies and procedures. In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability. The language, literacy and numeracy demands of assessment should not be greater than those required to undertake the unit of competency in a work-like environment.
Guidance information for assessment	

Range Statement

Codes of practice	Where reference is made to industry codes of practice, and/or Australian/international standards, it is expected the latest version will be used
Legislation, standards, codes, policies, strategies, procedures and/or enterprise requirements	Legislation, standards, codes, procedures and/or enterprise requirements may include: • federal legislation, such as: • Environment Protection and Biodiversity Conservation Act 1999 • Australian Heritage Council Act 2003 • Native Title Act 1993 • state/territory government legislation and regulations and local government by-laws, policies, and plans dealing with: • land use, acquisition, planning and protection • environmental protection • cultural/heritage protection • vegetation management • nature conservation and wildlife/plant protection • water and water management • soil conservation • pollution and contaminated sites

	• fisheries, forestry and mining operations • Australian and international standards, such as: • AS/NZS ISO 14000 Set:2005 Environmental management standards set • national strategies, such as: • National Water Quality Management Strategy • National Strategy for Ecologically Sustainable Development • National Greenhouse Strategy • environmental management plans, and site information about applicable legislative requirements and approval requirements • information about site processes and work schedules • information about emergency preparedness and response • monitoring/inspection procedures and management actions to prevent/control environmental impacts or risks • sampling and in-situ measurement procedures (e.g. water, air, noise and soil) • job hazard analyses, safe work procedures, work method statements and material safety data sheets (MSDS) • enterprise procedures for the receipt of requests for information and release of information data and results • enterprise procedures for the confidentiality and security of enterprise information
Environmental information	Environmental information may include: • details of legislation, regulations, guidelines, standards, codes of practice, licence conditions, approvals and permits • enterprise environmental management plans, policies, strategies, procedures, 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 • enterprise information about sites/projects/programs for stakeholders and interested parties • entries for enterprise website • cost, quantities and time estimation • contractual variations and claims • notification of environmental issues and problems • internal environmental audit/inspection findings • environmental training records
Customers	Customers may include: • 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	Sources of information may include: • enterprise 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)
Occupational health and safety (OHS) and environmental management requirements	OHS and environmental management requirements: • all operations must comply with enterprise OHS and environmental management requirements, which may be imposed through state/territory or federal

	legislation - these requirements must not be compromised at any time • all operations assume the potentially hazardous nature of samples and require standard precautions to be applied • where relevant, users should access and apply current industry understanding of infection control issued by the National Health and Medical Research Council (NHMRC) and State and Territory Departments of Health
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Unit Sector(s)

Environmental

Custom Content Section

Not applicable.