

<b>Training Package</b>	Business Services (BSB07)	<b>HSC Requirements and Advice</b>
<b>Unit code</b>	<b>Unit title</b>	<b>HSC Indicative Hours</b>
<b>BSBINM201A</b>	<b>Process and maintain workplace information</b>	<b>20</b>

<b>Unit descriptor</b>	This unit describes the performance outcomes, skills and knowledge required to collect, process, store and maintain workplace information and systems. It also includes the maintenance of filing and records systems. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
<b>Competency field</b>	Knowledge Management – Information Management
<b>Application of the unit</b>	This unit applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of information and information systems in a defined context, under direct supervision or with limited individual responsibility.
<b>Employability skills</b>	This unit contains employability skills.

### Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<b>Context of and specific resources for assessment</b>	<b>Method of assessment</b>	<b>Gather information for assessment</b>
Evidence of the following is essential: <ul style="list-style-type: none"> <li>• applying organisational policies and procedures for collecting and processing workplace information</li> <li>• accuracy in recording and documenting information</li> <li>• correctly storing, classifying and maintaining documents and records.</li> </ul>	Assessment must ensure: <ul style="list-style-type: none"> <li>• access to an actual workplace or simulated environment</li> <li>• access to office equipment and resources</li> <li>• examples of workplace information systems.</li> </ul>	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <ul style="list-style-type: none"> <li>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate</li> <li>• review of maintenance of information and filing systems</li> <li>• analysis of responses to case studies and scenarios</li> <li>• demonstration of techniques</li> <li>• oral or written questioning to assess knowledge of the management of information in the workplace.</li> </ul>	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <ul style="list-style-type: none"> <li>• general administration units</li> <li>• other information management units.</li> </ul>

<b>Required Skills and Knowledge</b>		<b>HSC Requirements and Advice</b>
This section describes the skills and knowledge <u>required</u> for this unit.		
<p><b>Required skills</b></p> <ul style="list-style-type: none"> <li>• literacy skills to read and understand organisation’s recordkeeping and information systems (including classification systems), to follow sequenced written instructions and to comprehend/interpret nature of record content</li> <li>• numeracy skills to sequence and index files</li> <li>• planning skills to organise work priorities and arrangements</li> <li>• problem solving skills to solve routine problems</li> <li>• technology skills to select and use technology appropriate to maintaining workplace information.</li> </ul>	<p><b>Required knowledge</b></p> <ul style="list-style-type: none"> <li>• key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:               <ul style="list-style-type: none"> <li>- anti discrimination legislation</li> <li>- ethical principles</li> <li>- codes of practice</li> <li>- privacy laws</li> <li>- occupational health and safety</li> </ul> </li> <li>• organisational policies and procedures relating to collecting and processing workplace information</li> <li>• organisational recordkeeping/filing systems and security procedures</li> <li>• organisation’s business and structure</li> <li>• range of filing systems including paper based and software based.</li> </ul>	<p><b>Key Terms and Concepts</b></p> <ul style="list-style-type: none"> <li>• business equipment/technology</li> <li>• workplace information</li> <li>• documenting information</li> <li>• filing and records systems</li> <li>• information management</li> <li>• recordkeeping and information systems</li> <li>• records management</li> <li>• security/confidentiality.</li> </ul>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Collect information	1.1 Collect <b>information</b> in a timely manner and ensure that it is relevant to organisational needs.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <b><i>Bold italicised</i></b> wording, if used in the performance criteria, is detailed below.</p> <p>Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p> <p><b>Information</b> may include:</p> <ul style="list-style-type: none"> <li>• computer databases (library catalogue, customer records)</li> <li>• computer files (letters, memos and other documents)</li> <li>• correspondence (faxes, memos, letters, email)</li> <li>• forms (insurance forms, membership forms)</li> <li>• invoices (from suppliers, to debtors)</li> <li>• minutes of meetings</li> <li>• personnel records (personal details, salary rates)</li> <li>• sales records (monthly forecasts, targets achieved).</li> </ul>	<p><b>Learning experiences for the HSC must address:</b></p> <p>Define:</p> <ul style="list-style-type: none"> <li>• record</li> <li>• records management.</li> </ul> <p>An understanding of:</p> <ul style="list-style-type: none"> <li>• what is a record</li> <li>• what is not a record</li> <li>• when a record should be made</li> <li>• workplace/organisation record-keeping obligations.</li> </ul> <p>An awareness of a range of possible records within a workplace/organisation including:</p> <ul style="list-style-type: none"> <li>• correspondence</li> <li>• reports</li> <li>• agendas and minutes</li> <li>• policy documents</li> <li>• strategic plans</li> <li>• procedures manuals</li> <li>• personnel files</li> <li>• purchase orders</li> <li>• contracts</li> <li>• enquiries.</li> </ul> <p>An awareness of who might make a request for information:</p> <ul style="list-style-type: none"> <li>• supervisor</li> <li>• colleague within area/department</li> <li>• colleague outside of area/department</li> <li>• person outside of the organisation.</li> </ul> <p>Points to consider when responding to requests for information:</p> <ul style="list-style-type: none"> <li>• documenting the request</li> <li>• urgency of request</li> <li>• prioritising requests</li> <li>• information required</li> <li>• level of security of the information <ul style="list-style-type: none"> <li>- confidential</li> <li>- high security</li> <li>- general access</li> </ul> </li> </ul>

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			<ul style="list-style-type: none"> <li>• location of information</li> <li>• delivery of information</li> <li>• tracking of information.</li> </ul> <p>Importance of accessing relevant and correct information in a business services workplace/ organisation.</p> <p>An understanding of common types of workplace information including:</p> <ul style="list-style-type: none"> <li>• computer databases</li> <li>• messages</li> <li>• correspondence</li> <li>• forms</li> <li>• invoices</li> <li>• minutes of meetings</li> <li>• personnel/customer records</li> <li>• product information</li> <li>• promotional material.</li> </ul> <p>An understanding of sources of workplace information:</p> <ul style="list-style-type: none"> <li>• computers <ul style="list-style-type: none"> <li>- individual</li> <li>- network</li> </ul> </li> <li>• electronic archives and storage</li> <li>• paper filing systems</li> <li>• fax machines</li> <li>• telephones</li> <li>• answering machines and services.</li> </ul> <p>Workplace/organisation policies and procedures for:</p> <ul style="list-style-type: none"> <li>• responding to requests for information</li> <li>• obtaining information efficiently</li> <li>• processing information</li> <li>• forwarding information to the appropriate person.</li> </ul>
	<p>1.2 Use <i>business equipment/technology</i> available in the work area to effectively obtain information.</p>	<p><i>Business equipment/technology</i> may include:</p> <ul style="list-style-type: none"> <li>• answering machine</li> <li>• binder</li> <li>• computer</li> </ul>	<p><b>Learning experiences for the HSC must address:</b></p> <p>An understanding of the function, operation and safe use of a range of commonly used business equipment/technology including:</p>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
		<ul style="list-style-type: none"> <li>• fax machine</li> <li>• filing systems (manual/computerised/electronic)</li> <li>• photocopier</li> <li>• printer</li> <li>• telephone.</li> </ul>	<ul style="list-style-type: none"> <li>• computer</li> <li>• peripheral device <ul style="list-style-type: none"> <li>- input device</li> <li>- output device</li> <li>- storage device</li> </ul> </li> <li>• computer software/applications <ul style="list-style-type: none"> <li>- word processing program</li> <li>- spreadsheet</li> <li>- internet/intranet</li> <li>- email</li> </ul> </li> <li>• electronic diary</li> <li>• communication equipment <ul style="list-style-type: none"> <li>- facsimile machine</li> <li>- telephone system</li> <li>- answering machine and service</li> </ul> </li> <li>• photocopier.</li> </ul> <p>Opportunities for students to access and use a range of business equipment/technology and interpret different types of records and their content.</p>
	1.3 Apply <i>organisational requirements</i> relating to security and confidentiality in handling information.	<p><i>Organisational requirements</i> may include:</p> <ul style="list-style-type: none"> <li>• despatching and collecting procedures</li> <li>• legal and organisational policies, guidelines and requirements</li> <li>• OHS policies, procedures and programs</li> <li>• procedures for deciding which records should be captured and filed</li> <li>• procedures for updating records</li> <li>• security procedures.</li> </ul>	<p><b>Learning experiences for the HSC must address:</b></p> <p>A basic awareness of the <i>Privacy Act 1988</i> (Cth) including:</p> <ul style="list-style-type: none"> <li>• information privacy principles</li> <li>• national privacy principles.</li> </ul> <p>An understanding of workplace/organisation policies relating to information management including:</p> <ul style="list-style-type: none"> <li>• acceptable use</li> <li>• internet/intranet access</li> <li>• confidentiality</li> <li>• privacy</li> <li>• security</li> <li>• copyright</li> <li>• protection against computer viruses.</li> </ul>
2 Process workplace information	2.1 Use business equipment/technology to process information in accordance with organisational requirements.		<p><b>Learning experiences for the HSC must address:</b></p> <p>An understanding of the benefits of good record-keeping including:</p> <ul style="list-style-type: none"> <li>• improving operational efficiency</li> </ul>

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			<ul style="list-style-type: none"> <li>• supporting accountability</li> <li>• contributing to corporate knowledge.</li> </ul> <p>A knowledge of workplace/organisation record-keeping practices and continuum including:</p> <ul style="list-style-type: none"> <li>• creation of records</li> <li>• maintenance of records</li> <li>• disposal of records.</li> </ul>
	2.2 Process information in accordance with defined timeframes, guidelines and procedures.		<p><b>Learning experiences for the HSC must address:</b></p> <p>Workplace/organisation systems and protocols including:</p> <ul style="list-style-type: none"> <li>• authority</li> <li>• security/access</li> <li>• naming standards</li> <li>• version control</li> <li>• tracking processes.</li> </ul>
	2.3 Update, modify and file information in accordance with organisational requirements.		
	2.4 Collate and despatch information in accordance with specified timeframes and organisational requirements.		<p><b>Learning experiences for the HSC must address:</b></p> <p>Knowledge of a range of methods of delivery including:</p> <ul style="list-style-type: none"> <li>• internal mail</li> <li>• placing in an in-tray/inbox</li> <li>• hand delivery</li> <li>• postal service</li> <li>• fax transmission</li> <li>• courier service</li> <li>• email.</li> </ul> <p>A range of opportunities for students to collect, process, collate and despatch workplace information to a nominated person within a designated timeline.</p>
3 Maintain information systems	3.1 Maintain information and filing systems in accordance with organisational requirements.		<p><b>Learning experiences for the HSC must address:</b></p> <p>An understanding of the need for records to be updated and accurate to maintain the integrity of the system.</p>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<p>Difference between:</p> <ul style="list-style-type: none"> <li>• paper-based and electronic files and folders</li> <li>• centralised and decentralised filing systems</li> <li>• fixed and portable storage</li> <li>• inactive and dead files.</li> </ul> <p>Factors affecting how workplace information is stored including:</p> <ul style="list-style-type: none"> <li>• the amount of information to be stored</li> <li>• the size of the workplace/organisation</li> <li>• how work is conducted</li> <li>• the amount of storage space available</li> <li>• how often records need to be accessed</li> <li>• security required</li> <li>• cost of storage equipment</li> <li>• protection from environmental effects.</li> </ul> <p>Filing procedures/processes according to industry or workplace/organisation standards including:</p> <ul style="list-style-type: none"> <li>• classifying</li> <li>• sorting</li> <li>• storing.</li> </ul> <p>Knowledge of a range of classification systems including:</p> <ul style="list-style-type: none"> <li>• alphabetical</li> <li>• numerical</li> <li>• key word</li> <li>• geographical</li> <li>• chronological</li> <li>• subject.</li> </ul> <p>Knowledge of various types of indexes found in a workplace/organisation filing system including:</p> <ul style="list-style-type: none"> <li>• card</li> <li>• paper</li> <li>• electronic.</li> </ul> <p>Storage of information including:</p> <ul style="list-style-type: none"> <li>• paper-based records <ul style="list-style-type: none"> <li>- filing cabinet</li> <li>- flat storage</li> </ul> </li> </ul>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> <li>- lever arch file</li> <li>- suspension folder</li> <li>- shelving</li> <li>- rotary storage</li> <li>• electronic records               <ul style="list-style-type: none"> <li>- computer database</li> <li>- computer file</li> <li>- computer storage device</li> <li>- email.</li> </ul> </li> </ul>
	3.2 Identify, <i>remove</i> and/or <i>relocate inactive or dead</i> files in accordance with organisational requirements.	<p><i>Removing inactive or dead files</i> may include:</p> <ul style="list-style-type: none"> <li>• compressing computer files prior to archiving</li> <li>• periodically archiving or deleting files</li> <li>• transferring files at regular intervals or routinely checking for dead or inactive files</li> <li>• transferring records from the active filing system to secondary storage.</li> </ul> <p><i>Relocating inactive or dead files</i> may include:</p> <ul style="list-style-type: none"> <li>• electronic (email, internet access, diskette, tape, CD ROM)</li> <li>• microfilm</li> <li>• photographic material</li> <li>• printed material.</li> </ul>	<p><b>Learning experiences for the HSC must address:</b></p> <p>A knowledge of when and how to remove and relocate inactive or dead files including:</p> <ul style="list-style-type: none"> <li>• compressing computer files prior to archiving</li> <li>• periodically archiving or deleting files</li> <li>• transferring files at regular intervals or routinely checking for dead or inactive files</li> <li>• transferring records from the active filing system to secondary storage</li> <li>• updating file index to show current status of record on file.</li> </ul>
	3.3 Establish and assemble new files in accordance with organisational requirements.		
	3.4 Update reference and index systems in accordance with organisational requirements.		