

Training Package	Business Services (BSB07)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
BSBINM301A	Organise workplace information	20

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and knowledge management systems. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Competency field	Knowledge Management – Information Management
Application of the unit	This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of information management to provide technical advice and support to a team.
Employability skills	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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment	Gather information for assessment
Evidence of the following is <u>essential</u> : <ul style="list-style-type: none"> • providing accurate information for defined purposes • systematic maintenance and handling of data and documents • using business technology to manage information • knowledge of relevant legislation. 	Assessment <u>must</u> ensure: <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment and resources • examples of information documents found in the workplace. 	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"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate • analysis of responses to case studies and scenarios • demonstration of techniques • oral or written questioning to assess knowledge of organisational recordkeeping/ filing systems • analysis of how information and materials were communicated to relevant people • review of documentation outlining future information needs. 	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <ul style="list-style-type: none"> • BSBWRT301A Write simple documents • general administration units • other information management units.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to classify and report information
- literacy skills to read and understand a variety of texts; and to write, edit and proofread documents to ensure clarity of meaning, accuracy and consistency of information
- problem solving skills to deal with information which is contradictory, ambiguous, inconsistent or inadequate
- technology skills to display information in a format suitable to the target audience.

Required knowledge

- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
 - anti discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety (OHS)
- methods for checking validity of information and its sources
- organisational recordkeeping/filing systems, security procedures and safe recording practices
- policies and procedures relating to distribution of workplace information, and legal and ethical obligations.

Element	Performance Criteria	Range Statement
1 Collect and assess information	1.1 Access product and service information in accordance with organisational requirements .	<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. <i>Bold italicised</i> 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>Information may include:</p> <ul style="list-style-type: none"> • computer databases (e.g. library catalogue, customer records) • computer files (e.g. letters, memos and other documents) • correspondence (e.g. faxes, memos, letters, email) • financial figures • forms (e.g. insurance forms, membership forms) • invoices (e.g. from suppliers, to debtors) • personnel records (e.g. personal details, salary rates) • production targets • sales records (e.g. monthly forecasts, targets achieved). <p>Organisational requirements may include:</p> <ul style="list-style-type: none"> • code of conduct/code of ethics • information protocols • legal and organisational policies, guidelines and requirements • management and accountability channels • OHS policies, procedures and programs • procedures for updating records • quality assurance and/or procedures manuals • security and confidentiality requirements.
	1.2 Ensure methods of collecting information are reliable and make efficient use of available time and resources.	<p>Methods of collecting information may include:</p> <ul style="list-style-type: none"> • checking research provided by others • checking written material including referrals and client files • classification tools • individual research • information from other organisations • interviews with colleagues/customers • observation and listening • previous file records • questioning (in person or indirect) • recruitment applications and other forms.

Element	Performance Criteria	Range Statement
	1.3 Assess information for clarity, accuracy, currency and relevance to intended tasks.	
	1.4 Use <i>interpersonal skills</i> to access relevant information from teams and individuals.	<p><i>Interpersonal skills</i> may include:</p> <ul style="list-style-type: none"> • consultation methods, techniques and protocols • networking • seeking feedback from group members to confirm understanding • summarising and paraphrasing • using appropriate body language.
2 Organise information	2.1 Organise information in a <i>format</i> suitable for analysis, interpretation and dissemination in accordance with organisational requirements.	<p><i>Format</i> may include:</p> <ul style="list-style-type: none"> • adding headers and footers • incorporating graphics and pictures • inserting symbols • using legends • using a particular software application • using tables and charts.
	2.2 Use appropriate <i>technology/systems</i> to maintain information in accordance with organisational requirements.	<p><i>Technology</i> may include:</p> <ul style="list-style-type: none"> • answering machine • computer • email • fax machine • internet/extranet/intranet • photocopier • shredder • telephone. <p><i>Systems</i> may include:</p> <ul style="list-style-type: none"> • information management systems • knowledge management systems • record management systems.
	2.3 Collate information and materials, and communicate to relevant <i>designated persons</i> .	<p><i>Designated persons</i> may include:</p> <ul style="list-style-type: none"> • clients • colleagues • committee • external agencies • line management • statutory bodies • supervisor.

Element	Performance Criteria	Range Statement
	2.4 Identify difficulties organising and accessing information and solve collaboratively with individuals and team members.	
	2.5 Update and store information in accordance with organisational requirements and systems.	
3 Review information needs	3.1 Actively seek feedback on clarity, accuracy and sufficiency of information to ensure relevance of information and system.	<p>Feedback may include:</p> <ul style="list-style-type: none"> • audit documentation and reports • comments from clients and colleagues • customer satisfaction questionnaires • quality assurance data • returned goods.
	3.2 Review the contribution of information to decision making and implement appropriate modifications to collection processes.	
	3.3 Identify future information needs and incorporate in modifications to collection processes.	
	3.4 Document future information needs and incorporate in modifications to reporting processes.	