## Business Services Curriculum Framework August 2008

### Training Package
Business Services (BSB07)

### HSC Requirements and Advice

### Unit code
**BSBINM301A**

### Unit title
Organise workplace information

### HSC Indicative Hours
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.

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Context of and specific resources for assessment</th>
<th>Method of assessment</th>
<th>Gather information for assessment</th>
</tr>
</thead>
</table>
| Evidence of the following is essential:  
- 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 must ensure:  
- 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:  
- 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:  
- BSBWRT301A Write simple documents  
- general administration units  
- other information management units. |

---

Business Services Curriculum Framework August 2008  
BSBINM301A Organise workplace information  
137
### Required Skills and Knowledge

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

<table>
<thead>
<tr>
<th>Required skills</th>
<th>Required knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>• analytical skills to classify and report information</td>
<td>• key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:</td>
</tr>
<tr>
<td>• 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</td>
<td>- anti discrimination legislation</td>
</tr>
<tr>
<td>• problem solving skills to deal with information which is contradictory, ambiguous, inconsistent or inadequate</td>
<td>- ethical principles</td>
</tr>
<tr>
<td>• technology skills to display information in a format suitable to the target audience</td>
<td>- codes of practice</td>
</tr>
<tr>
<td></td>
<td>• methods for checking validity of information and its sources</td>
</tr>
<tr>
<td></td>
<td>• organisational recordkeeping/filing systems, security procedures and safe recording practices</td>
</tr>
<tr>
<td></td>
<td>• policies and procedures relating to distribution of workplace information, and legal and ethical obligations.</td>
</tr>
<tr>
<td>Element</td>
<td>Performance Criteria</td>
</tr>
<tr>
<td>---------</td>
<td>----------------------</td>
</tr>
<tr>
<td>1</td>
<td>Collect and assess information</td>
</tr>
<tr>
<td>1.1</td>
<td>Access product and service information in accordance with organisational requirements.</td>
</tr>
<tr>
<td>1.2</td>
<td>Ensure methods of collecting information are reliable and make efficient use of available time and resources.</td>
</tr>
<tr>
<td>Element</td>
<td>Performance Criteria</td>
</tr>
<tr>
<td>---------</td>
<td>----------------------</td>
</tr>
<tr>
<td>1.3</td>
<td>Assess information for clarity, accuracy, currency and relevance to intended tasks.</td>
</tr>
</tbody>
</table>
| 1.4     | Use *interpersonal skills* to access relevant information from teams and individuals. | *Interpersonal skills* may include:  
- consultation methods, techniques and protocols  
- networking  
- seeking feedback from group members to confirm understanding  
- summarising and paraphrasing  
- using appropriate body language. |
| 2.1     | Organise information in a *format* suitable for analysis, interpretation and dissemination in accordance with organisational requirements. | *Format* may include:  
- 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 *technology/systems* to maintain information in accordance with organisational requirements. | *Technology* may include:  
- answering machine  
- computer  
- email  
- fax machine  
- internet/extranet/intranet  
- photocopier  
- shredder  
- telephone.  
*Systems* may include:  
- information management systems  
- knowledge management systems  
- record management systems. |
| 2.3     | Collate information and materials, and communicate to relevant *designated persons*. | *Designated persons* may include:  
- clients  
- colleagues  
- committee  
- external agencies  
- line management  
- statutory bodies  
- supervisor. |
<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
<th>Range Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.4</td>
<td>Identify difficulties organising and accessing information and solve collaboratively with individuals and team members.</td>
<td></td>
</tr>
<tr>
<td>2.5</td>
<td>Update and store information in accordance with organisational requirements and systems.</td>
<td></td>
</tr>
</tbody>
</table>
| 3       | Review information needs | Feedback may include:  
• audit documentation and reports  
• comments from clients and colleagues  
• customer satisfaction questionnaires  
• quality assurance data  
• returned goods. |
| 3.1     | Actively seek feedback on clarity, accuracy and sufficiency of information to ensure relevance of information and system. |                |
| 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. |                |