



Australian Government

BSBINS302 Organise workplace information

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to receive, collect, organise and apply workplace information in the context of an organisation's work processes, record managing and knowledge management systems.

The unit applies to those who perform a defined range of skilled operations in various work contexts. They may exercise discretion and judgement using appropriate knowledge of information management to provide technical advice and support to a team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Technical Skills – Information Services

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Receive, acquire and assess information	1.1 Confirm that proposed methods of receiving and acquiring information meet organisational policies and procedures 1.2 Receive and acquire information according to organisational policies and procedures 1.3 Confirm information is clear, accurate, current and relevant to intended tasks 1.4 Access additional required information from relevant stakeholders
2. Organise information	2.1 Organise information in a format suitable for analysis, interpretation and distribution according to organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
	2.2 Store information using relevant systems and technology according to organisational policies and procedures 2.3 Distribute information to relevant stakeholders 2.4 Identify issues accessing, organising and storing information and solve collaboratively with relevant stakeholders
3. Review information needs	3.1 Seek feedback on clarity, accuracy, relevancy and sufficiency of information 3.2 Review feedback and suggest updates to receipt and acquisition processes, where required 3.3 Identify and document future information needs and suggest modifications to collection and organisation processes

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Recognises and assesses textual information to complete tasks according to requirements
Writing	<ul style="list-style-type: none"> Completes workplace records, forms and documentation accurately using correct format, accurate spelling and grammar and terminology specific to requirements
Oral Communication	<ul style="list-style-type: none"> Collects information by listening and questioning Participates in a verbal exchange using clear language to contribute information and convey issues
Self-management	<ul style="list-style-type: none"> Understands rights and responsibilities and complies with explicit policies and procedures and legal and regulatory requirements
Teamwork	<ul style="list-style-type: none"> Complies with work instructions and contributes to work group discussions using accepted conventions
Planning and organising	<ul style="list-style-type: none"> Plans and implements routine tasks and workload making decisions about sequencing and timing
Technology	<ul style="list-style-type: none"> Uses digital technology to access and record information and to communicate with others
Problem solving	<ul style="list-style-type: none"> Makes low impact decisions within familiar situations, based on a range of predefined or routine solutions, and evaluates the effectiveness of the outcome

Unit Mapping Information

Supersedes and is equivalent to BSBINM301 Organise workplace information.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>