



Australian Government

Department of Education, Employment and Workplace Relations

MSAPMSUP309A Maintain and organise workplace records

Revision Number: 1

MSAPMSUP309A Maintain and organise workplace records

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit covers the maintenance of workplace records in paper or electronic form. It may include sample products or materials for testing or quality purposes.

Application of the Unit

Application of this unit

This unit applies to employees who are required to maintain and organise workplace records. The competency is normally used within approved workplace routines, methods and procedures. Discretion and judgement are required in the selection of equipment, work organisation, services and the allocation of work tasks within agreed time frames.

The employee will::

- identify and handle records in accordance with enterprise procedures
- track location of records
- apply security controls to ensure the integrity of records is not compromised
- maintain workplace records systems
- identify problems and take appropriate action.
-

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisites

This unit has **no** prerequisites.

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency	Performance Criteria describe the required performance needed to demonstrate achievement of the Element. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT ELEMENT	PERFORMANCE CRITERIA Performance Criteria describe the required performance needed to demonstrate achievement of the Element. Assessment of performance is to be consistent with the Evidence Guide.
1. Identify records to be stored.	1.1 Identify purpose(s) of records to be maintained in relation to customer requirements, quality system or production requirements. 1.2 Identify requirements for completion of workplace records in accordance with workplace procedures. 1.3 Record and collate information ensuring appropriate information and any samples are included in an appropriate manner.
2. Maintain document filing arrangements.	2.1 Identify organisation system for records. 2.2 File records following workplace conventions. 2.3 Deal with obsolete or non-conforming records following workplace procedures.
3. Respond to information requests.	3.1 Interpret requests for information and prioritise. 3.2 Identify information requested and provide information within required workplace policies and time frames.
4. Organise file movements.	4.1 Identify files to be relocated. 4.2 Complete records of movement and file following workplace procedures.
5. Maintain security of workplace records.	5.1 Identify security requirements for workplace records. 5.2 Maintain security arrangements for files. 5.3 Notify (any) security breaches to appropriate personnel.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit. Knowledge of organisation standard procedures, work instructions and relevant regulatory requirements along with the ability to implement them within appropriate time constraints relevant to the job.

Knowledge and skills in organising and maintaining a records system, including:

- identification and correct use of record keeping processes and procedures
- records generated at various stages of the production workflow and records access requirements
- focus of operation of record systems and equipment
- importance of records held and relevant procedures to maintain records to minimise time delays in accessing records
- maintenance of information for suppliers, customers and the enterprise.

Competence also includes the ability to:

- plan own work, including predicting consequences and identifying improvements
- identify and describe own role and role of other employees in maintaining workplace records.

Language, literacy and numeracy requirements

This unit requires the ability to read and interpret typical product specifications, job sheets, work instructions and material labels as provided to operators.

Writing is required to the level of completing workplace forms and reports.

Numeracy is also required to the extent required by production data, work instructions and procedures.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, required skills and knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Overview of assessment

A holistic approach should be taken to the assessment.

Assessors must be satisfied that the person can consistently perform the unit as a whole, as defined by the Elements, Performance Criteria and skills and knowledge.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

It is essential that competence is demonstrated in the knowledge and skills defined in this unit. These may include the ability to:

- identify and implement appropriate work processes for the filing and retrieval of workplace information
- identify and take appropriate action on problems and potential problems.

Consistent performance should be demonstrated. For example, look to see that:

- records are consistently filed and accessed in accordance with workplace procedures
- security precautions appropriate to the records are applied at all times.

Assessment method and context

Assessment will occur on-the-job or in a simulated workplace.

Competence in this unit may be assessed:

- by direct observation and accessing the workplace records system
- in a situation allowing the generation of evidence of the ability to recognise, anticipate and solve problems
- by using a suitable simulation and/or a range of case studies/scenarios
- through a combination of these techniques.

In all cases it is expected that practical assessment will be combined with targeted questioning to assess the underpinning knowledge and theoretical assessment will be combined with appropriate practical/simulation or similar assessment. Assessors need to be aware of any cultural issues that may affect responses to questions.

Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed.

Specific resources for assessment

This section should be read in conjunction with the Range Statement for this unit of competency. Resources required include suitable access to an operating plant or equipment that allows for appropriate and realistic simulation. A bank of case studies/scenarios and questions will also be required to the extent that they form part of the assessment method. Questioning may take place either in the workplace, or in an adjacent, quiet facility such as an office or lunchroom. No other special resources are required.

Access must be provided to appropriate learning and/or assessment support when required. Where applicable, physical resources should include equipment modified for people with disabilities.

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any 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. Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version must be used.

Context

This competency applies to all work environments in the industry.

Work is governed by established workplace procedures, and extent of authority for adjustments and other work activities are defined

Procedures

All operations are performed in accordance with procedures.

Procedures include all relevant workplace procedures, work instructions, temporary instructions and relevant industry and government codes and standards.

Documentation

This unit of competency includes sources of documentation such as:

- production reports
- job specifications
- production capability statements/specifications
- relevant workplace procedures and policies
- quality standards
- enterprise manuals
- machine or equipment instructions and readouts
- manufacturer specifications
- materials safety data sheets
- reliability, human resource, financial and production information
- relevant agreements, codes of practice and other legislative requirements.

Filing systems may be manual or computerised.

Problems

Anticipate and solve problems means resolve a wide range of routine and non-routine problems, using product and process knowledge to develop solutions to problems which do not have a known solution/s recorded in the procedures.

Typical problems may include:

- lost files
- misfiling
- poor controls
- insufficient space/storage facilities
- incorrect destruction of records.

Appropriate action for problems outside of area of responsibility may be reported to an appropriate person.

Appropriate action for solving problems within area of responsibility includes asking questions and seeking assistance from appropriate persons/sources

Variables

Key variables to be monitored include:

- retention schedules
- records movements and location.
-

Unit Sector(s)

Not applicable.