



Australian Government

Department of Education, Employment and Workplace Relations

PSPCRT406C Compile and use official notes

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Elements and performance criteria pre-content edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers the ability to keep notes and use them to give evidence in court, prepare statements and compile reports, including incident reports. It includes applying knowledge of the essential elements of note taking, statement and report preparation; and legislative and organisational requirements for the structure and content of official reports.

In practice, compiling and using official notes may overlap with other generalist or specialist public sector work activities, such as acting ethically, complying with legislation and applying government processes.

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

Application of the Unit

The task of keeping notes may be undertaken by specific staff, such as sheriff's officers, for the purpose of giving evidence in court, preparing statements, and compiling official reports to meet legal and organisational requirements.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Record and retain original notes.	1.1. Official notebooks are used to record original notes relating to incidents and occurrences in a <i>format</i> and timeframe that meet organisational and legislative requirements. 1.2. Notes are made within required timeframes, with content and sequencing meeting organisational requirements. 1.3. <i>Identifying information</i> is recorded in official notebooks and they are retained and kept secure for the length of time required by law and according to <i>organisational policy and procedures</i> .
2. Use notes to make statements.	2.1. Notes are used to refresh memory and provide factual basis for <i>statements</i> . 2.2. Receipts and bank records are maintained according to organisational policy and procedures and legislative requirements. 2.3. <i>Required details for statements</i> are formatted to meet legal and organisational requirements.
3. Use notes to give evidence.	3.1. Notes are used prior to giving evidence to refresh memory and enable <i>answers</i> to be concise and factual. 3.2. Authority is requested of presiding official to refer to notes while giving evidence in court according to court procedure and protocols. 3.3. Factual, correctly sequenced evidence is presented that accurately reflects information in notes. 3.4. <i>Presentation standards</i> are employed to meet organisational guidelines and court requirements.
4. Compile reports.	4.1. Information for <i>reports</i> is collected, analysed and organised into a logical sequence according to the purpose and audience of each report. 4.2. Reports are formatted to meet organisational <i>requirements</i> for structure, style and content. 4.3. <i>Incident reports</i> containing all required information and outcomes are compiled according to organisational policy and procedures and legislative requirements. 4.4. <i>Administrative requirements</i> for reports are met according to organisational requirements for information management.

Required Skills and Knowledge

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

Required skills

- initiative and enterprise skills to apply:
 - legislation, rules, and organisational practices and procedures relating to official note taking or working in an office environment
 - procedures relating to public sector legislation, such as OHS procedures in the context of note taking on the job, or working in an office environment
- communication skills to interpret notes and give evidence
- interpersonal skills to respond to diversity, including gender and disability
- literacy and numeracy skills to:
 - take notes according to legislative and organisational requirements
 - compile reports according to legislative and organisational requirements
 - sequence events chronologically
 - assign report and file numbers
- technology skills to operate equipment when preparing reports

Required knowledge

- key requirements and reasons for note taking for official purposes
- essential elements of a report
- legislative and organisational requirements for the structure and content of official reports
- legislative and organisational requirements of statements
- requirements for giving evidence
- organisational requirements for:
 - retention and security of notes
 - information management
- equal employment opportunity principles
- equity and diversity principles
- working ethically
- public sector legislation, such as OHS and environment in the context of note taking on the job, or working in an office environment

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.

Overview of assessment Competency must be demonstrated in keeping notes and using them for evidence in court, preparing statements and compiling reports

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

Assessment must confirm the ability to:

- apply the elements essential to effective note taking
- apply organisational and legislative requirements to the structure and content of statements and reports
- apply organisational and legislative requirements to securing and maintaining notes
- provide concise answers in court using accurate information from notes
- provide required details for statements
- apply logical sequencing to reports, appropriate for their purpose

Consistency in performance

Competency should be demonstrated by compiling and using official notes in a range of contexts and over time.

Context of and specific resources for assessment

Assessment must comply with:

- applicable regulations and codes
- workplace procedures and protocols.

Access may be required to:

- a workplace environment or one that closely resembles normal work practices and replicates the range of conditions likely to be encountered when compiling and using official notes, including coping with difficulties, irregularities and breakdowns in routine
- legislation, policy, procedures and protocols relating to official notes
- case studies and workplace scenarios to capture the range of situations likely to be encountered when compiling and using official notes

Guidance information for assessment

The following assessment methods are suggested:

- oral questioning about relevant legislation, acting ethically, and applying processes
- observation of the candidate in a range of contexts to ensure achievement of the unit outcomes
- feedback from peers and/or supervisor that the candidate consistently applies relevant workplace procedures
- review of records completed by candidate or reports of

performance

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency that are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.

Range Statement

<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. 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>	
<i>Format</i> may include:	<ul style="list-style-type: none"> • dates, times and signatures at beginning and end of notes • no blank lines • writing in ink, not pencil • no corrective fluid
<i>Identifying information</i> may include:	<ul style="list-style-type: none"> • name • identification number • date of issue.
<i>Organisational policy and procedures</i> may include:	<ul style="list-style-type: none"> • only facts • no opinions • chronological sequence
<i>Statements</i> may include:	<ul style="list-style-type: none"> • original notes • verbal comments to statement writer
<i>Required details for statements</i> may include:	<ul style="list-style-type: none"> • times • dates • places • events • parties • statements taken from subjects
<i>Answers</i> may include:	<ul style="list-style-type: none"> • yes, no or can't recall • facts only • no opinions
<i>Presentation standards</i> may include:	<ul style="list-style-type: none"> • dress, such as wearing uniform • manner • preparedness • clarity of speech • concise answers
<i>Reports</i> may include:	<ul style="list-style-type: none"> • incidents • lost and found property • occupational safety issues • maintenance faults • purchase submissions
<i>Requirements</i> for reports	<ul style="list-style-type: none"> • complete

may include being:	<ul style="list-style-type: none">• concise• clear• correct• honest
<i>Incident report</i> format may include:	<ul style="list-style-type: none">• date and time of incident• date and time of report• persons involved• occurrence• body of report• outcomes
<i>Administrative requirements</i> may include:	<ul style="list-style-type: none">• report number• cross-referencing to other reports• file number• number of copies and where each is lodged

Unit Sector(s)

Not applicable.

Competency field

Courts.