# BSBCUE301 Use multiple information systems

**Release: 1**

# BSBCUE301 Use multiple information systems

## Modification History

| Release | Comments |
|---|---|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

## Application

This unit describes the skills and knowledge required to use multiple information systems to research information and records, and to maintain up-to-date customer information.

It applies to individuals who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge, and who may 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

Stakeholder Relations – Customer Engagement

## Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| *Elements describe the essential outcomes.* | *Performance criteria describe the performance needed to demonstrate achievement of the element.* |
| 1 Access a range of information systems | 1.1 Efficiently logon to information systems<br><br>1.2 Navigate screens efficiently to locate displays and information relevant to role<br><br>1.3 Use a database management system (DBMS) to control data access, enforce data integrity, manage concurrency, and access information<br><br>1.4 Manage use of information systems efficiently according to organisational requirements |
| 2 Process customer information using multiple information | 2.1 Analyse customer enquiry to identify information needs<br><br>2.2 Identify information systems required to satisfy information |

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| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| systems | needs |
| | 2.3 Use information systems according to organisational processes to complete customer enquiry or transaction |
| | 2.4 Record customer information in information systems to complete customer enquiry or transaction |
| | 2.5 Use the shortest reasonable pathways to navigate between and within information systems |
| | 2.6 Maintain contact and communication with customer while operating information systems |
| | 2.7 Verify information with customer to complete transaction |
| 3 Identify and rectify information system and processing errors | 3.1 Identify errors in information system, relevant to role |
| | 3.2 Analyse errors for impact on information system and customers |
| | 3.3 Identify source of errors, where possible |
| | 3.4 Consult with stakeholders to identify actions to rectify errors |
| | 3.5 Arrange rectification and confirm amendments are accurate |
| | 3.6 Inform customers of errors and take necessary action |
| | 3.7 Identify information system faults and notify relevant personnel according to policy |
| | 3.8 Recommend procedural change according to policy |

# Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

| Skill | Performance Criteria | Description |
|---|---|---|
| Reading | 2.1, 3.5 | • Recognises and interprets information to determine and confirm customer requirements |
| Writing | 2.4, 3.7 | • Records information accurately using clear language and appropriate terminology |
| Oral Communication | 2.1, 2.6, 2.7, 3.4-3.6 | • Articulates requirements clearly using specific and relevant language suitable to audience<br>• Uses appropriate tone, pace and listening and questioning to elicit information and confirm |

| | | understanding |
|---|---|---|
| Navigate the world of work | 1.4, 2.3, 3.7, 3.8 | • Recognises and follows explicit organisational policies and procedures when using information systems, notifying faults and making recommendations for change |
| Interact with others | 2.6, 2.7, 3.4, 3.6, 3.7 | • Identifies and follows accepted communication practices and protocols when collecting, providing and verifying information in a service context or in consultation with colleagues and stakeholders |
| Get the work done | 1.1-1.3, 2.1, 2.2, 2.5, 3.1-3.3, 3.5, 3.7 | • Selects from a range of predetermined options in routine customer inquiry situations, identifying and taking some situational factors into account<br>• Recognises and takes responsibility for identifying and addressing information system errors and their sources<br>• Uses familiar digital systems and tools to access, organise, analyse, display and amend information<br>• Recognises some general design and operating principles of digital tools and uses these when troubleshooting |

## Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|---|---|---|
| BSBCUE301 Use multiple information systems | BSBCCO301B Use multiple information systems | Updated to meet Standards for Training Packages<br><br>Code changed to reflect industry practice | Equivalent unit |

## Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10