



Australian Government

BSBINS307 Retrieve information from records

Release: 1

BSBINS307 Retrieve information from records

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 a request and to deliver the records or information about the records.

The unit applies to individuals who follow established guidelines and processes to assist them to carry out their work. They work under supervision or in consultation with more senior staff or users of the system to locate records.

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. Locate and retrieve records required	1.1 Identify and refine search criteria and keywords, in consultation with person making request, where required 1.2 Locate records according to defined criteria 1.3 Retrieve records to match request
2. Ensure security of records	2.1 Identify person requesting the records 2.2 Confirm access category of person, in accordance with organisational procedures 2.3 Check the access clearance of person requesting the records covers the security classification and access restrictions of the records 2.4 Exempt specific record, or portions thereof, to prevent access,

ELEMENT	PERFORMANCE CRITERIA
	where required
3. Provide required information or records	3.1 Inform user of access denial in accordance with organisational procedures, where required 3.2 Prepare information for person requesting the records 3.3 Deliver records, or prepare information from records, according to organisational policies and procedures 3.4 Document the process according to organisational policies and procedures

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"> Identifies, interprets, checks and compares a range of information to inform effective and compliant actions
Writing	<ul style="list-style-type: none"> Accurately inputs information and documents details of records retrieval process Prepares required information in accordance with organisational procedures
Oral Communication	<ul style="list-style-type: none"> Asks questions and listens to responses to confirm and clarify requests Provides information according to organisational procedures
Numeracy	<ul style="list-style-type: none"> Recognises and uses numerical systems associated with information management systems
Planning and organising	<ul style="list-style-type: none"> Plans and implements routine tasks according to set processes, taking some responsibility for timing
Self-management	<ul style="list-style-type: none"> Takes responsibility for the outcomes of routine decisions related directly to own role
Technology	<ul style="list-style-type: none"> Uses main features and functions of digital tools to search and access information and records

Unit Mapping Information

Supersedes and is equivalent to BSBRKG303 Retrieve information from records.

Links

Companion Volume Implementation Guide is found on VETNet -

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