Assessment Requirements for BSBINS406 Assist customers to access 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.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- assist customers to access information from a variety of sources on at least four different occasions.

In the course of the above, the candidate must:

- use bibliographic tools and industry-current technology
- search and locate a range of information sources and communicate to relevant stakeholders
- communicate to clarify information requirements of stakeholder
- respond to stakeholders with information to complete their own searches.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational policies and procedures, including:
  - customer assistance
  - access to information
- typical customer requests and appropriate information sources for responding
- techniques for using reference resources and tools, including formulating search strategies
- range of information resources, formats and delivery options, including:
  - document delivery and supply processes
  - electronic and print
  - inter-library loans.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- a range of library and information services and resources
- industry-current information technologies
- organisational policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10