



Australian Government

BSBINS408 Provide information from and about records

Release: 1

BSBINS408 Provide information from and about 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 provide responses to enquiries from potential users of records, using relevant processes to access and provide information about records according to organisational policies and procedures.

The unit applies to individuals who use a range of organisational and analytical techniques in working with an organisation's business and records systems.

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. Identify and retrieve records required | 1.1 Identify specific information required or search criteria provided by relevant stakeholders 1.2 Identify records likely to contain information required and identify availability using relevant search aids and records systems 1.3 Retrieve range of records likely to contain information required by user, and analyse content 1.4 Track records to identify and document any change in content, use and location according to organisational policies and procedures 1.5 Explain to relevant stakeholders any issues in obtaining specific records within time requirements and negotiate a timeframe for |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | delivery of records |
| 2. Interpret and administer access rules and procedures | 2.1 Identify person requesting records and confirm access clearance, according to organisational procedures 2.2 Check security classification of records and access restrictions cover the access clearance of person requesting the record 2.3 Inform person requesting records of their rights to review the decision where access restriction rules and guidelines prevent access |
| 3. Provide the required information or records | 3.1 Mask specific records, or portions thereof, according to access rules and organisational policies and procedures, where required 3.2 Prepare requested information and records according to organisational policies and procedures 3.3 Document records retrieval process according to business or information management system operation and organisational policies and procedures 3.4 Record new locations of records provided to relevant stakeholder in accordance with system rules and organisational procedures 3.5 Distribute records or records information |

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 and interprets information from a variety of organisational and regulatory texts to determine required actions |
| Writing | <ul style="list-style-type: none"> Prepares information or records for others in required organisational format Inputs information to locate records and records details of documents according to organisational requirements |
| Oral Communication | <ul style="list-style-type: none"> Communicates verbally to gather or provide information using language appropriate to audience |
| Numeracy | <ul style="list-style-type: none"> Recognises and interprets numerical information relating to record storage systems, record classification, timeframes and dates |
| Self-management | <ul style="list-style-type: none"> Takes responsibility for planning, organising and implementing tasks required to achieve organisational requirements in a timely fashion |

| Skill | Description |
|------------|---|
| Technology | <ul style="list-style-type: none">• Uses digital systems and tools to provide records or information about records to relevant stakeholders |

Unit Mapping Information

Supersedes and is equivalent to BSBRKG402 Provide information from and about records.

Supersedes but is not equivalent to BSBRKG401 Review the status of a record.

Links

Companion Volume Implementation Guide is found on VETNet -

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