



Australian Government

Assessment Requirements for BSBLIB405 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 2.0. |

Performance Evidence

Evidence of the ability to:

- use bibliographic tools and industry-current technology
- communicate information to several customers using a range of print and electronic information sources
- apply well-developed information literacy skills
- respond constructively to a wide range of information requests within established collections.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- reference organisational policies in relation to customer assistance
- describe typical customer requests and appropriate information sources for responding
- describe techniques for using print and electronic reference resources and tools, including formulating search strategies
- analyse a range of information resources, formats and delivery options, including:
 - document delivery and supply processes
 - electronic and print
 - interlibrary loans
- outline copyright, moral rights and intellectual property legislation, and issues relevant to information services providers
- explain cultural considerations when working with customers and potentially sensitive material.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Library – Information Services field of work and include access to:

- a range of library and information services and resources
- industry-current information technologies
- relevant 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 guides are found in VETNet -

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