



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSBCCO301A Use multiple information systems**

**Revision Number: 1**

## BSBCCO301A Use multiple information systems

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to effectively use multiple information systems to research information and records, and to maintain up to date customer information.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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### Application of the Unit

<b>Application of the unit</b>	<p>This unit applies in customer contact environments where use of multiple information systems is required to resolve customer enquiries or complaints. This may involve navigation between information systems, using multiple windows and the maintenance of systems data while interacting with a customer.</p> <p>Competence in this unit requires proficiency in the use of systems to effectively analyse, research and resolve customer enquiries. It also requires basic troubleshooting skills to identify and report on issues that may arise with systems.</p> <p>This work is undertaken with some supervision and guidance.</p>
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### Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Access a range of information systems	1.1. Efficiently <b>log on</b> to <b>information systems</b> 1.2. Navigate screens efficiently to locate displays and information relevant to role 1.3. Use multiple windows or interfaces to work with information effectively 1.4. Manage use of information systems efficiently through use of bookmarks and other strategies
2. Process customer information using multiple information systems	2.1. Analyse <b>customer</b> inquiry accurately to identify <b>information</b> needs 2.2. Identify information systems required to satisfy information needs 2.3. Use information systems effectively to complete customer inquiry or transaction 2.4. Record customer information accurately in information systems to complete customer inquiry or transaction 2.5. Use the shortest reasonable pathways to navigate between and within information systems 2.6. Maintain contact and communication with the 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 <b>errors</b> in information system, relevant to role 3.2. Analyse errors for their impact on information system and customers 3.3. Identify source of errors, where possible 3.4. Consult with <b>stakeholders</b> to identify actions to rectify errors 3.5. Arrange rectification and confirm that 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

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- analytical skills to research, identify and use information effectively
- communication skills to maintain effective customer contact while using information systems
- interpersonal skills to establish rapport and to build relationships with customers
- information technology skills to use organisational information systems effectively and efficiently
- literacy skills to accurately read, interpret and record information
- numeracy skills to effectively read, validate and calculate data and information
- problem-solving skills to analyse and resolve issues with information systems.

#### Required knowledge

- computer and system troubleshooting principles
- enterprise business system/s and operating platforms, relevant to role
- enterprise policies, procedures and guidelines regarding the use and security of information systems
- escalation process for reporting information technology issues.

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> <li>• efficient and effective navigation of systems to locate required information</li> <li>• accurate use of codes used to locate data</li> <li>• accurate entering of data onto the system</li> <li>• checks to ensure data is captured in accordance with established procedures</li> <li>• identification and analysis of errors and reporting including recommendations</li> <li>• knowledge of enterprise policies, procedures and guidelines regarding the use and security of information systems.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• access to relevant standards and guidelines for use of systems</li> <li>• access to workplace information and data</li> <li>• access to quality assurance and system user error reports</li> <li>• access to troubleshooting reports and escalation reports</li> <li>• access to work environment to observe operation of systems.</li> </ul>
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</li> <li>• direct observation of use of systems</li> <li>• review of data entry</li> <li>• feedback from quality assurance program</li> <li>• review of performance management reports</li> <li>• oral and/or written questioning to assess knowledge of systems and organisational requirements (security</li> </ul>

<b>EVIDENCE GUIDE</b>	
	and operational).
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"><li>• BSBITU101A Operate a personal computer</li><li>• ICAITU133A Send and retrieve information over the internet using browsers and email.</li></ul>

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<b><i>Log on</i></b> may include:	<ul style="list-style-type: none"> <li>• compliance with information technology security protocols</li> <li>• logging into telephone system</li> <li>• opening of most frequently used applications</li> <li>• turning on computer equipment</li> <li>• username and passwords to access information systems</li> </ul>
<b><i>Information systems</i></b> may include:	<ul style="list-style-type: none"> <li>• billing systems</li> <li>• databases</li> <li>• internet</li> <li>• intranet</li> <li>• telephone systems</li> </ul>
<b><i>Customer</i></b> may include:	<ul style="list-style-type: none"> <li>• colleague</li> <li>• internal or external customer of the organisation</li> <li>• user, purchaser, or beneficiary of a service, product or process</li> </ul>
<b><i>Information</i></b> may include:	<ul style="list-style-type: none"> <li>• details required from core business systems or other sources in order to complete a transaction or process</li> <li>• specific details requested by a customer or others</li> </ul>
<b><i>Errors</i></b> may include:	<ul style="list-style-type: none"> <li>• corrupt data</li> <li>• data in incorrect fields</li> <li>• inaccurate data</li> <li>• untimely entry of data</li> </ul>
<b><i>Stakeholders</i></b> may include:	<ul style="list-style-type: none"> <li>• information technology department or help desk</li> <li>• marketing department</li> <li>• owners of database or system</li> <li>• team leader of manager</li> <li>• training department</li> </ul>



**Unit Sector(s)**

<b>Unit sector</b>	
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**Competency field**

<b>Competency field</b>	Stakeholder Relations - Contact Centre Operations
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**Co-requisite units**

<b>Co-requisite units</b>		