Australian Government

Department of Education, Employment and Workplace Relations

BSBCCO402A Gather, collate and record information

Revision Number: 1

INDUSTRY SKILLS COUNCILS

Creating Australia's Future

BSBCCO402A Gather, collate and record information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to gather, collate and accurately record information from a variety of sources including interviews and database systems. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit is applied in environments where accurate and detailed records of contacts are a mandatory requirement of the role. This may or may not involve using interview recording technology. Competence in this unit requires preparing, undertaking and recording relevant and required details of information collected in accordance with organisational, legislative and regulatory requirements. It also requires efficient use of any technology engaged in this activity. This work is undertaken under supervision.

Licensing/Regulatory Information

Not applicable.

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Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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. Obtain, record and analyse information from the community	1.1. Identify ***information sources*** 1.2. Collect and record ***information*** in accordance with legislation, policy and procedures 1.3. Collate, sort and analyse information collected in relation to the purpose for which it is being obtained 1.4. Ensure contents of ***recording forms***/***reports*** are complete, accurate, concise, legible, understandable and in the correct format
2. Take and compile statements	2.1. Obtain statements from sources appropriate to the matter being investigated 2.2. Take ***comprehensive statements*** that contain all details relevant to the matter being investigated, in accordance with legislation, policy and procedures 2.3. Use active and accurate listening when taking statements from people
3. Conduct interviews	3.1. Plan, manage and conduct interviews to gather maximum amount of information relevant to the matter being examined 3.2. Treat all interviewees fairly and equitably 3.3. Conduct and record interviews in accordance with legislation, policy and procedures
4. Utilise information/ database systems	4.1. Accurately enter information on database 4.2. Adhere to data entry security procedures 4.3. Identify and correctly use appropriate sources of information 4.4. Access/store information in accordance with legislation, policy and procedures
5. Use interview and evidence recording equipment	5.1. Operate all ***recording equipment*** in accordance with legislation, policy and procedures 5.2. Ensure records produced are authorised, stored and assessed in accordance with organisational procedures 5.3. Ensure records produced are clear, audible and presentable 5.4. Maintain equipment and usage logs in good order
6. Exchange information with other members within the	6.1. Identify and use communication links within the organisation to exchange information 6.2. Assess the relevance of information received in terms of its intended purpose

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ELEMENT	PERFORMANCE CRITERIA
organisation	6.3. Dispose of irrelevant information in accordance with legislation, policy and procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• analytical skills to effectively analyse information and data • interpersonal skills to establish rapport and to develop relationships with customers • literacy skills to clearly articulate information, advice and instructions, and to prepare and compile detailed statements or reports • numeracy skills to accurately analyse, record and store data in accordance with organisational requirements • organisational skills to manage own tasks within timeframes • questioning and listening skills to effectively understand and resolve issues raised.
Required knowledge
• information types and their sources • procedures and security measures for accessing, storing, retrieving and sharing data from databases • rights of individuals in relation to the conduct of interviews and statement compilation • statutory, regulatory and legislative requirements • use of evidence/contact recording technology.

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Evidence Guide

EVIDENCE GUIDE	
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.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • accurately collated information • records of interviews (including audio-tapes and statement if relevant to role) • demonstration of interview techniques • knowledge of statutory, regulatory and legislative requirements.
Context of and specific resources for assessment	Assessment must ensure: • access to workplace information and data • access to information and databases for analysis activities • access to relevant legislation, standards and guidelines.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of statements or recording of details of calls • review of compliance with statutory, regulatory, legislative and organisational requirements • oral and/or written questioning to assess knowledge of interviewing techniques and outcomes • oral and/or written questioning to assess knowledge of storage and disposal of information.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other contact centre operations units.

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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.	
Information sources may include:	• community groups • community leaders • crime/accident/incident scenes • customers or clients • fellow staff • general public • individuals • information databases • local government • local media • schools • specific target groups - in the case of opinion polls and surveys
Information may include:	• addressing public order/general community issues • assisting in an investigation • details of an incident or medical emergency • locating a specific person • location of witnesses • opinion poll or customer survey • progressing/supporting court hearings/matters
Recording forms/reports may include:	• hand written and electronically based pro-formas and reporting styles • use of organisation's enterprise information system
Comprehensive statements may include:	• all detail required by the organisation • all information required for the investigation or research task • all relevant information • records in a format that comply with the legal requirements for statements; where appropriate and legal, statements may also be recorded in forms other than written such as audio-tape or

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RANGE STATEMENT	
	audio-visual (video) tape
Recording equipment may:	• include: • audio-tape recorders • authorisation, storage and filing of tapes/film, original and duplicates • basic fingerprinting equipment • video cameras and recording equipment • be modified for use by people with a disability

Unit Sector(s)

Unit sector	

Competency field

Competency field	Stakeholder Relations - Contact Centre Operations

Co-requisite units

Co-requisite units		

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