



Australian Government

Department of Education, Employment and Workplace Relations

BSBCCO404A Collect, analyse and record information

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with <i>BSB07 Business Training Package version 6.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to gather, collate and record information from a variety of sources, including database systems. Competence in this unit requires preparing, undertaking and recording relevant and required details of information collected according to organisational, legislative and regulatory requirements. It also requires efficient use of relevant technology.

Application of the Unit

This unit applies 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.

This work is undertaken under supervision.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Obtain, record and analyse information	<p>1.1 Identify <i>information sources</i></p> <p>1.2 Collect and record <i>information</i> according to organisational procedures and legislative and policy requirements</p> <p>1.3 Collate and sort collected information in relation to the purpose for which it is being obtained</p> <p>1.4 Ensure contents of <i>recording forms and reports</i> used meet <i>organisational processes</i></p>
2. Reduce, describe and review information	<p>2.1 Identify information that is to be <i>analysed</i> and identify <i>analysis methodology</i> and <i>analysis processes</i></p> <p>2.2 Reduce and describe subject to support the development of interpretations</p> <p>2.3 Review the appropriateness of the <i>reduced information</i> according to organisational processes</p> <p>2.4 Archive information not used in the <i>reduction and description processes</i> for future reference</p>
3. Develop inferences	<p>3.1 Test interpretations to review credibility and consistency</p> <p>3.2 Refine and consolidate interpretations to strengthen inferences drawn</p> <p>3.3 Formulate inferences from facts and tested interpretations, incorporating chain of reasoning to ensure transparency to clients and users</p> <p>3.4 Inform clients and users about assumptions in the arguments leading to inferences</p> <p>3.5 Assess and report the relationship between information developed and probable interpretations, ensuring validity and compliance with organisational guidelines</p> <p>3.6 Develop sound recommendations that inform users of intelligence analysis outcomes</p>

Required Skills and Knowledge

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

Required skills

- analytical skills to analyse information and data
- communication skills to:
 - articulate information
 - provide advice and instructions
 - prepare and compile detailed statements and reports
 - use questioning and listening skills to understand and resolve issues raised
- numeracy skills to analyse, record and store data according to organisational requirements
- planning and organising skills to manage own tasks within required timeframes
- self-management skills to:
 - comply with policies and procedures
 - seek learning and development opportunities.

Required knowledge

- information types and their sources
- procedures and security measures for accessing, storing, retrieving and sharing data from databases
- procedures for use of evidence and contact recording technology
- rights of individuals in relation to the conduct of interviews and statement compilation
- statutory, regulatory and legislative requirements relating to information collation.

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	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • collate information • record primary data used, including audiotapes and statement if relevant to role • analyse, interpret and summarise information and make recommendations based on the outcomes of the analysis • demonstrate knowledge of statutory, regulatory and legislative requirements.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • information and databases for analysis activities • relevant legislation, standards and guidelines.
Method of assessment	<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"> • 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 • review of compliance with statutory, regulatory, legislative and organisational requirements • oral and/or written questioning to assess knowledge of storage and disposal of information.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

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.

<p><i>Information sources</i> may include:</p>	<ul style="list-style-type: none"> • colleagues • community groups • community leaders • crime, accident and incident scenes • customers • general public • individuals • information databases • local government • local media • schools • specific target groups, in the case of opinion polls and surveys.
<p><i>Information</i> may include:</p>	<ul style="list-style-type: none"> • addressing public order and 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 and supporting court hearings and matters.
<p><i>Recording forms and reports</i> may include:</p>	<ul style="list-style-type: none"> • handwritten and electronic pro formas and reporting styles • use of organisation's enterprise information system.
<p><i>Organisational requirements</i> may include:</p>	<ul style="list-style-type: none"> • accurate • complete • concise • in the correct format • legible • understandable.
<p><i>Analysis</i> may include:</p>	<ul style="list-style-type: none"> • causative or predictive • descriptive or explorative • quantitative and qualitative or both.
<p><i>Analysis methodology</i> may include:</p>	<ul style="list-style-type: none"> • biographical analysis • comparative analysis

	<ul style="list-style-type: none"> • Delphi technique • demographics or geographical analysis • historical analysis • hypothesis development • link analysis • scenario generation.
<i>Analysis processes</i> may include:	<ul style="list-style-type: none"> • inductive: <ul style="list-style-type: none"> • interpreting raw information • identifying trends or patterns and testing them • deductive: <ul style="list-style-type: none"> • beginning with a hypotheses and testing it • lateral, critical or creative processes • using problem-solving techniques and decision making.
<i>Reduced information</i> may include:	<ul style="list-style-type: none"> • charts • diagrams • lists • summaries • tables.
<i>Reduction and description processes</i> may include:	<ul style="list-style-type: none"> • testing of logical reasoning • consideration of balance • objectivity • critical evaluation of additional information collection.

Unit Sector(s)

Stakeholder relations – contact centre operations

Custom Content Section

Not applicable.