



Australian Government

Department of Education, Employment and Workplace Relations

BSBCCO405A Survey stakeholders to gather 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 survey stakeholders to gather and record information.

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 involves 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 from the community	<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, sort and analyse information collected in relation to the purpose for which it is being obtained</p> <p>1.4 Ensure contents of <i>recording forms and reports</i> are in line with <i>organisational requirements</i></p>
2. Take and compile statements	<p>2.1 Take <i>comprehensive statements</i> from sources appropriate to the matter being investigated according to organisational procedures and legislative and policy requirements</p> <p>2.2 Use active listening when taking accurate statements from people</p>
3. Conduct interviews	<p>3.1 Plan, manage and conduct interviews to gather maximum amount of information relevant to the matter being examined</p> <p>3.2 Treat all interviewees fairly and equitably</p> <p>3.3 Conduct and record interviews according to legislation, policy and procedures</p>
4. Use information and database systems	<p>4.1 Enter information into database, adhering to data entry security procedures</p> <p>4.2 Identify and use appropriate sources of information when recording data</p> <p>4.3 Access and store information according to legislation, policy and procedures</p>
5. Use interview and evidence recording equipment	<p>5.1 Operate <i>recording equipment</i> according to legislation, policy and procedures</p> <p>5.2 Produce <i>records</i> according to organisational requirements and procedures</p> <p>5.3 Maintain equipment and usage logs in good order</p>
6. Conduct follow-up activity with other members of the organisation	<p>6.1 Identify and use communication links within the organisation to exchange information</p> <p>6.2 Assess the relevance of information received in terms of its intended purpose</p> <p>6.3 Dispose of irrelevant information according to legislation, policy and procedures</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, advice and instructions
 - question and listen in order to understand and resolve issues raised
- interpersonal skills to establish rapport and build relationships with stakeholders
- literacy skills to prepare and compile detailed statements and reports
- 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
- rights of individuals in relation to the conduct of interviews and compilation of statements
- statutory, regulatory and legislative requirements relating to surveying stakeholders
- use of evidence and contact recording technology.

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"> record interviews, including audiotapes and statements if relevant to role demonstrate interview techniques demonstrate knowledge of statutory, regulatory and legislative requirements relating to surveying processes.
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 or recording of details of contacts 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	<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 or 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>Comprehensive statements</i> may include:</p>	<ul style="list-style-type: none"> • all details required by the organisation • all information required for the investigation or research task • 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 audiotape or audiovisual (video) tape.

<i>Recording equipment</i> may be modified for use by people with a disability and may include:	<ul style="list-style-type: none">• audiotape recorders• authorisation, storage and filing of original and duplicates of tapes and film• basic fingerprinting equipment• video cameras and recording equipment.
<i>Records</i> must be:	<ul style="list-style-type: none">• authorised, stored and assessed in line with organisational procedures• clear, audible and presentable.

Unit Sector(s)

Stakeholder relations – contact centre operations

Custom Content Section

Not applicable.