



Australian Government

Department of Education, Employment and Workplace Relations

BSBINM401A IMPLEMENT WORKPLACE INFORMATION SYSTEM

Release: 1

BSBINM401A IMPLEMENT WORKPLACE INFORMATION SYSTEM

Modification History

Not applicable.

Unit Descriptor

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| Unit descriptor | <p>This unit describes the performance outcomes, skills and knowledge required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information, which plays a significant part in the organisation's effectiveness.</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

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| Application of the unit | <p>Frontline managers play a significant role in contributing to the organisation's effectiveness in identifying, acquiring, analysing and using appropriate information.</p> <p>At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning and evaluation, leadership and guidance of others, and some discretion and judgement.</p> |
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

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| Prerequisite units | | |
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Employability Skills Information

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| Employability skills | This unit contains employability skills. |
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Elements and Performance Criteria Pre-Content

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| 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 |
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| 1. Identify and source information needs | <ul style="list-style-type: none">1.1. Determine and locate information required by teams1.2. Acquire and review information held by the organisation to determine suitability, accessibility, currency and reliability according to organisational policies |
| 2. Collect, analyse and report information | <ul style="list-style-type: none">2.1. Collect information, which is adequate and relevant to the needs of teams, in a timely manner2.2. Ensure information is in a format suitable for analysis, interpretation and dissemination2.3. Analyse information to identify and report relevant trends and developments in terms of the needs for which it was acquired |
| 3. Implement information systems | <ul style="list-style-type: none">3.1. Implement management information systems effectively to store, retrieve and regularly review data for decision making purposes3.2. Use technology available in the work area to manage information effectively3.3. Submit recommendations for improving the information system to designated persons and/or groups |
| 4. Prepare for information system changes | <ul style="list-style-type: none">4.1. Collect information about information system future needs in consultation with colleagues, including those who have a specialist role in resource management4.2. Ensure estimates of information system future needs reflect the organisation's business plans, and customer and supplier requirements4.3. Support proposals to secure resources by clearly presenting submissions that describe realistic options, benefits, costs and outcomes4.4. Prepare team members to work with new technology and information system changes |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- literacy skills to work with information, and to research and present information in ways that are appropriate to the work team
- technology skills to work with a range of information systems.

Required knowledge

- information management systems and technology that would be associated with the workplace such as:
 - budgets and financial management systems
 - customer information software or records
 - databases
 - personal digital assistant (PDA)
 - product and service information
 - project management software
 - record management systems
 - spreadsheets.

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:

- analysis of the information that is required for the effective functioning of the team's work together
- knowledge of the range of information systems that are, or should be, available in the workplace
- ability to recognise what information system changes and improvements will be required in the future.

Context of and specific resources for assessment

Assessment must ensure:

- access to appropriate documentation and resources normally used in the workplace.

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:

- demonstration of techniques in working with information management systems
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- oral or written questioning to assess knowledge of relevant technology
- review of documentation analysing information trends and developments
- written reports on future information system needs
- review of preparation undertaken for team members to work with new technology and information system changes.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other units from the Certificate IV in Frontline Management.

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.

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| <i>Information</i> may include: | <ul style="list-style-type: none"> • archived, filed and historical background data • continuous improvement and quality assurance data • data available internally or externally • data shared and retrieved in various forms such as in writing or verbally, electronically or manually • financial and contractual data • marketing and customer-related data • organisational performance data • planning and organisational documents • policies and procedures |
| <i>Organisational policies</i> may include: | <ul style="list-style-type: none"> • guidelines for decision making throughout the organisation that link the formulation of strategy with its implementation • sets of accepted actions approved by the organisation • Standard Operating Procedures |
| <i>Technology</i> may include: | <ul style="list-style-type: none"> • computerised systems and software such as databases, project management and word processing • telecommunications devices • any other technology used to carry out work roles and responsibilities |
| <i>Designated persons and/or groups</i> may include: | <ul style="list-style-type: none"> • groups designated in workplace policies and procedures • managers or supervisors with management roles and responsibilities concerning information systems • other stakeholders accessing the information system such as customers and service providers • other work groups or teams whose work will be affected by the system |

| RANGE STATEMENT | |
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| <i>Colleagues</i> may include: | <ul style="list-style-type: none"> • employees at the same level or more senior managers • occupational health and safety committee members and other specialists • people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities • team members |
| <i>Business plans</i> may include: | <ul style="list-style-type: none"> • cash flow projections • long-term budgets/plans • operational plans • short-term budgets/plans • spreadsheet-based financial projections • targets or key performance indicators for production, productivity, wastage, sales, income and expenditure |

Unit Sector(s)

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| Unit sector | |
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Competency field

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| Competency field | Management and Leadership - Management |
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Co-requisite units

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| Co-requisite units | | |
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