



Australian Government

Department of Education, Employment and Workplace Relations

CSCORG301A Prepare reports

Revision Number: 2

CSCORG301A Prepare reports

Modification History

CSCORG301A Release 2: Layout adjusted. Minor revisions to required knowledge.
CSCORG301A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to prepare reports required by the organisation. It includes exchanging information for specific purposes, adapting written communication to people and situations, collecting and analysing information, and maintaining the security of information. It is about providing information in different forms, according to the needs and requirements of individual work roles and responsibilities.

Application of the Unit

This is a core unit for all Certificate III qualifications, and applies to candidates with both general and specialist competencies from the range of occupational areas. For this reason this unit may be significantly customised, particularly in the assessment of knowledge based on different organisational, sector and locational requirements.

In practice, workplace communication overlaps with other generalist or specialist work activities, such as delivering client services, handling information, using resources, using technology, etc.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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 required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Identify reporting needs.

- 1.1 Identify the reasons and requirements for recording and reporting and follow the set procedures for specific ***types of reports***.
- 1.2 Identify who will read the report and choose the style of recording and reporting to meet the needs of the reader.

2 Collect and analyse information.

- 2.1 ***Collect information*** and set it out in priority order according to reasons for it being recorded and any set procedures.
- 2.2 Check the information with a range of authorities and confirm its accuracy, relevance and status.
- 2.3 Check whether more information is needed and gather it from a range of sources where appropriate.
- 2.4 Make sure that the conclusions drawn and actions taken match the available information.

3 Record information.

- 3.1 Record and report information in the required format, style, structure and timeframe.
- 3.2 Use technology available in the workplace to store and retrieve data.
- 3.3 Ensure that all ***written material*** complies with ***legislative requirements and organisational policies and procedures***.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- adjusting written communication to suit audience and situation
- applying appropriate written communication techniques to workplace situations
- reading, analysing and interpreting documents containing the required information
- checking and confirming with reliable sources inside and outside the organisation the accuracy and relevance of information
- checking what extra information is needed and finding it where appropriate
- sorting information into a logical pattern
- making conclusions that are clearly based on the information
- recording complete, accurate, clear and objective information
- presenting written material in the range of media used in the workplace, including information technology software (e.g. word processing packages)
- recognising the urgency and high risk components of specific reports
- handling and storing information securely and safely and with an awareness of environmental and sustainable practices
- using the organisation's information system.

Required knowledge:

- organisation's policies, procedures, guidelines and requirements for report writing
- correct format, language and form required by the organisation
- basic written communication techniques, including barriers to effective communication
- protocols and procedures for communicating in writing with others
- rules of evidence
- security of information, freedom of information and confidentiality of information
- relevant cultural practices within the organisation and community
- identification of discriminative language
- technical and professional language used in the government and community safety sectors
- an awareness of legislation and statutory obligations of reporting in own state or territory justice system, including legal requirements of own role and responsibilities.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

Evidence for assessment must be gathered over a significant period of time and in conjunction with assessment activities and evidence gathered for all other units at the qualification level where the assessment activity includes the preparation of reports.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of employability skills as they relate to this unit
- ability to prepare reports in a range of (two or more) contexts or occasions, over time.

Context of and specific resources for assessment

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when reading and writing routine workplace reports, including coping with difficulties, irregularities and changes to routine
- case studies and workplace scenarios to capture the range of routine reading and writing situations likely to be encountered in the organisation
- copies of legislation, policies, procedures and guidelines relating to preparing written reports and working ethically and professionally within the organisation
- access to appropriate learning and assessment support when required.

Method of assessment

Assessment of this unit will be based on evidence drawn from a combination of:

- knowledge testing and simulation exercises conducted in a training program
- knowledge tested or inferred from explanations and performance in workplace applications
- observation of performance in routine workplace activities in a specified range of interactions
- organisational standards specifying the requirements for communication

- workplace reports produced as part of routine work activities
- observation and documentation from specially conducted assignments based on routine work requirements
- observation and feedback from supervisors, colleagues and clients.

This unit requires evidence of reports prepared for:

- audiences with different levels of authority and status
- routine and predictable contexts as well as for non-routine activities
- audiences inside the organisation
- audiences outside the organisation
- operating procedures and work unit requirements.

Guidance information for assessment

Assessment methods should reflect workplace demands, and any identified special needs of the candidate, including language and literacy implications and cultural factors that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

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 in the performance criteria is detailed below. Add any 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.

Types of reports can include:

- incident reports
- witness reports
- routine periodic reports
- occupational health and safety reports
- case management reports
- reports of meetings.

Collect information from a range of different sources and strategies may include:

- organisation's information recording and storage system
- paper and computer sources of data and information
- interviews
- incident reports
- case notes
- colleagues.

Written material will include evidence of:

- informal reports and documents for internal use
- electronic files using the information technology required by the work site
- correcting and updating information
- complying with the organisation's procedures for the storage, security and confidentiality of information.

Legislative requirements, and organisational policies and procedures may relate to:

- confidentiality
- authorised access to or use of information
- freedom of information
- protection of privacy
- data protection and the storage and security of information
- use of information technology and other electronic or telecommunication systems.

Unit Sector(s)

Organisational administration and management.

Competency field

Not applicable.

Co-requisite units

Not applicable.