



Australian Government

Department of Education, Employment and Workplace Relations

FNSPIM410A Collect, assess and use information

Revision Number: 1

FNSPIM410A Collect, assess and use information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit covers the skills and knowledge involved in obtaining information from various sources, analysing and interpreting the information to draw useful conclusions and provide advice to customers or management.</p> <p>This unit may apply to job roles subject to licensing, legislative, regulatory or certification requirements so Commonwealth, State or Territory requirements should be confirmed with the relevant body.</p>
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Application of the Unit

Application of the unit	<p>This unit may be applied in any sector of the financial services industry, in particular the personal injury management sector. The skills may also be applied as part of a formal internal dispute resolution process.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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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. Clarify the requirements for information	1.1. Scope and purpose for which the <i>information</i> is required are clarified 1.2. Timelines for collection and presentation of information is determined
2. Collect and organise information	2.1. <i>Sources of information</i> are identified 2.2. Information/data is obtained and appropriately recorded in accordance with <i>legislative requirements</i> 2.3. Information/data is checked to see that it is accurate, up to date and comprehensive 2.4. Information/ data is organised for ease of use
3. Analyse and draw conclusions, if necessary	3.1. Information /data is interpreted and analysed 3.2. Significance of information/data is determined and discussed with appropriate personnel 3.3. Conclusions based on information/data are drawn, if required
4. Present information in appropriate format	4.1. Information is presented in an appropriate format and in accordance with organisation procedures 4.2. Completeness and accuracy of the information/data and justification of the conclusions are evaluated 4.3. Deadline for presentation of the information is met

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to:
 - determine and confirm information, using questioning and active listening as required
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
 - perform calculations related to achieving required outcomes
 - use computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
 - access and update records electronically
 - use internet information
- literacy skills to read and interpret documentation from a variety of sources and record and consolidate relevant related information
- research and analysis skills for accessing and interpreting relevant information
- organisation skills, including the ability to plan and sequence work
- data collection, analysis and interpretation skills
- appropriate data presentation skills (written/oral)
- file management and organisation skills
- appropriate written and oral interpersonal skills

Required knowledge

- investigation methods
- knowledge of organisation policies and procedures
- knowledge of organisation products and services
- knowledge of information technology and communication systems
- knowledge of relevant legislative reporting requirements

Evidence Guide

EVIDENCE GUIDE	
<p>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.</p>	
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"> • clarify requirements for collection of information • collect and organise information • analyse information and draw conclusions • present information in appropriate formats • utilise organisation technology.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment • access to and the use of a range of common office equipment, technology, software and consumables • access to organisation records • access to organisation policies and procedures.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:</p> <ul style="list-style-type: none"> • evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency • observing processes and procedures in workplaces • verbal or written questioning on underpinning knowledge and skills • evaluating samples of work • accessing and validating third party reports • setting and reviewing workplace projects and business simulations or scenarios.
Guidance information for assessment	

Range Statement

RANGE STATEMENT	
<p>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>	
<p><i>Information</i> may include:</p>	<ul style="list-style-type: none"> • basic information for management • regulator/government reporting • routine statistical reports.
<p><i>Sources of information</i> may be:</p>	<ul style="list-style-type: none"> • Australian Bureau of Statistics (ABS) • government departments • computerised or manual • libraries (organisation libraries or other libraries such as public or university libraries) • professional bodies • workplace document and computer files.
<p><i>Legislative requirements</i> may include:</p>	<ul style="list-style-type: none"> • Disability and Discrimination Act • Equal Opportunity Act • industry codes of practice • legislation relevant to personal injury and rehabilitation industry sectors • Occupational Safety and Health Act • Surveillance Act • Workplace Relations Act.

Unit Sector(s)

Unit sector	Personal injury management
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		