



Australian Government

Department of Education, Employment and Workplace Relations

PSPBORD401A Create and maintain profiles

Revision Number: 1

PSPBORD401A Create and maintain profiles

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit covers the skills and knowledge required to create, monitor and maintain profiles.

In practice, creating and maintaining profiles overlaps with other generalist and specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, using resources, gathering information, etc.

This is a new unit of competency, added to the *Border Protection* Competency field of the Training Package in 2004.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Create profiles

- 1.1 As appropriate, the *profile* is input to the *relevant system* or information is provided to the *relevant personnel*
- 1.2 Validity dates and duration of the profile are established
- 1.3 *Profile variables* are identified where required
- 1.4 Relevant policies and procedures are adhered to
- 1.5 Profiles are *recorded* in accordance with organisational policy and procedures

2. Maintain profiles

- 2.1 Profiles are reviewed in accordance with organisational requirements
- 2.2 Frequency of matches is reviewed against objectives
- 2.3 Currency of risk indicators is considered
- 2.4 *Performance indicators* and *outputs* are documented
- 2.5 A decision is made to continue, discontinue or modify the profile in accordance with organisational policy and procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Skill requirements

Look for evidence that confirms skills in:

- applying analysis and decision making using sound judgment
- applying time management
- using oral and written communication to create, maintain and monitor profiles
- applying occupational health and safety and environmental procedures to the process of creating and maintaining profiles

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation relating to the creation and maintenance of profiles
- organisational and jurisdictional values/ethics and codes of conduct
- awareness of the organisation's corporate planning cycle and risk management policy and practices
- policy, procedures, guidelines, protocols and standard operating procedures
- workplace and industry environment
- electronic systems for profiles
- public sector legislation including occupational health and safety and environment related to creating and maintaining profiles

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together	<ul style="list-style-type: none"> • <i>Pre-requisite</i> units that <u>must</u> be achieved <u>prior</u> to this unit: <i>Nil</i> • <i>Co-requisite</i> units that <u>must</u> be assessed <u>with</u> this unit: <i>Nil</i> • <i>Co-assessed units</i> that <u>may</u> be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to: <ul style="list-style-type: none"> • PSPETHC401A Uphold and support the values and principles of public service • PSPGOV403B Use resources to achieve work unit goals • PSPGOV406B Gather and analyse information • PSPGOV422A Apply government processes • PSPLEGN401A Encourage compliance with legislation in the public sector
Overview of evidence requirements	<p>In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:</p> <ul style="list-style-type: none"> • the knowledge requirements of this unit • the skill requirements of this unit • application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework) • creation and maintenance of profiles in a range of (3 or more) contexts (or occasions, over time)
Resources required to carry out assessment	<p>These resources include:</p> <ul style="list-style-type: none"> • legislation, policy, procedures and protocols relating to creation and maintenance of profiles • case studies and workplace scenarios to capture the range of situations likely to be encountered when creating and maintaining profiles
Where and how to assess evidence	<p>Valid assessment of this unit requires:</p> <ul style="list-style-type: none"> • a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when creating and maintaining profiles, including coping with difficulties, irregularities and breakdowns in routine • creation and maintenance of profiles in a range of (3 or more) contexts (or occasions, over time) <p>Assessment methods should reflect workplace demands, such as</p>

EVIDENCE GUIDE

literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *italics* in the Performance Criteria is explained here.

- Profiles*** may include
- electronic profiles
 - electronic alerts
 - manual profiles used in work areas such as passenger processing and postal compliance
 - manual alerts such as VOIs
 - (for any of the above) a set of criteria established to be matched against a transaction in an attempt to identify high-risk transactions
 - postal monitors
- Relevant systems*** may include
- electronic systems such as:
 - SCA
 - ACA
 - INTERCEPT
 - EXIT
 - PACE
 - CLEAR
- Relevant personnel*** may include
- managers or supervisors
 - relevant systems administrators
 - analysts
 - RIUs and liaison officers
 - colleagues
- Profile variables*** are
- used to accommodate data integrity issues in electronic systems and may include:
 - consignee name and address
 - consignor name and address
 - description
 - customs value
 - data mismatching
 - alphanumeric variations
- Recording*** may include
- electronically
 - manually on organisational files
- Performance indicators***
- number of matches
 - number of no matches

RANGE STATEMENT

may include

- number of targets selected

Outputs may include

- number of searches
- number of results
- increased efficiency of screening
- revised profiles

Unit Sector(s)

Not applicable.

Competency field

Competency field Border Protection