



Australian Government

Department of Education, Employment and Workplace Relations

PSPGOV307B Organise workplace information

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers organisation of information in the workplace. It includes collecting and assessing information, organising and providing information.

In practice, organising workplace information may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, working effectively, working with diversity, using resources, assisting with scientific technical support, undertaking basic procurement, calculating duty and other taxes, undertaking routine inspections and monitoring, searching land, investigating tenure and land use history, processing claims, etc.

This is one of 5 units of competency in the *Working in Government and Management* Competency Fields that deal with information/knowledge management. Related units are:

- PSPGOV206B Handle workplace information
- PSPGOV406B Gather and analyse information
- PSPGOV504B Undertake research and analysis
- PSPMNGT614A Facilitate knowledge management

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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. Collect and assess information

- 1.1 *Information* is gathered and recorded within specified timeframes and according to organisational procedures.
- 1.2 Information gathered is checked for accuracy and to ensure it meets relevant work requirements.
- 1.3 Confidentiality and privacy procedures are followed.

2. Organise and provide information

- 2.1 Information and materials are organised and *stored* within established procedures.
- 2.2 Information is organised for easy access by relevant staff.
- 2.3 Records maintenance is completed in a manner that is accurate, up-to-date and in a format acceptable to the organisation.
- 2.4 Security procedures are followed for information storage and retrieval.
- 2.5 Incoming information and materials within the area of responsibility are sorted and distributed to relevant staff in accordance with *legislation, policy and procedures*.
- 2.6 Information is communicated to relevant staff clearly and within appropriate timeframes.
- 2.7 Information is used to develop options for consideration and action as required.

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:

- establishing and maintaining filing systems
- applying computer technology to data storage, security, retrieval and presentation
- applying information security requirements
- undertaking basic statistical and numerical manipulation
- problem solving and referring problems as required
- communicating with colleagues and supervisors
- responding to diversity, including gender and disability
- applying public sector legislation such as occupational health and safety and environment in the context of organising workplace information

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, policies, procedures and guidelines relating to information handling in the public sector, such as confidentiality, privacy, security, freedom of information
- public sector standards
- organisational information handling and storage procedures
- electronic and manual filing systems
- databases and data storage systems
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of information management

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

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPBORD305A Calculate taxes, fees and charges
 - PSPETHC301B Uphold the values and principles of public service
 - PSPGOV301B Work effectively in the organisation
 - PSPGOV305B Access and use resources and financial systems
 - PSPGOV306B Implement change
 - PSPGOV308B Work effectively with diversity
 - PSPGOV312A Use workplace communication strategies
 - PSPGOV313A Compose workplace documents
 - PSPIM301A Process claims
 - PSPLAND302A Investigate tenure and land use history
 - PSPLEGN301B Comply with legislation in the public sector
 - PSPOHS301A Contribute to workplace safety
 - PSPPROC302A Undertake basic procurement
 - PSPREG301A Undertake routine inspections and monitoring
 - PSPSCI301A Assist with scientific technical support

Overview of evidence requirements

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
- organisation of workplace information in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to information in the public sector
- case studies and workplace scenarios to capture the range of situations likely to be encountered when organising workplace

information

Where and how to assess evidence

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 organising workplace information, including coping with difficulties, irregularities and breakdowns in routine
- organisation of workplace information in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as 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:

- 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

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 ***bold italics*** in the Performance Criteria is explained here.

<i>Information</i> is:	<ul style="list-style-type: none"> • specified by the work of the organisation and may include: <ul style="list-style-type: none"> • basic numerical and statistical data • legislative, organisation, and policy requirements • client data • registries and file records • library materials • financial records • mail • human resources records • asset details • meta-data
<i>Storage</i> of information may include:	<ul style="list-style-type: none"> • systems which are internal and external to the organisation • manual and computer files • databases • information systems • records management systems • web sites
<i>Legislation, policy and procedures</i> may include:	<ul style="list-style-type: none"> • Commonwealth and State/Territory legislation, standards and guidelines especially relating to privacy, confidentiality, freedom of information, security, fraud control, copyright, intellectual property • government policy • public sector code of ethics • Australian standards such as records management, knowledge management, risk management • the organisation's policies and practices • organisational code of conduct

Unit Sector(s)

Not applicable.

Competency field

Working in Government.