Australian Government

Department of Education, Employment and Workplace Relations

PSPGOV406B Gather and analyse information

Revision Number: 1

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

PSPGOV406B Gather and analyse information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers collection and analysis of information to achieve work unit objectives and meet client needs. It includes identifying and collecting information, analysing and interpreting information, developing and applying workable solutions, presenting information and maintaining information.
	In practice, gathering and analysing information may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, using resources, gathering evidence, carrying out projects, using financial processes, identifying and treating risks, monitoring for fraud, undertaking, court listings, conducting claim assessments, 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 PSPGOV307B Organise workplace informationPSPGOV504B Undertake research and analysisPSPMNGT614A Facilitate knowledge management
	This unit replaces and is equivalent to *PSPGOV406A Gather and analyse information*.

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 *italics* is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify and collect information	1.1 Nature, extent and purpose of required *information* is identified
	1.2 Internal and external *sources* are identified and accessed to produce required information in accordance with *legislation, policy and procedures*
	1.3 Information is collected, organised, recorded and reported in accordance with organisational procedures and defined guidelines
	1.4 Information collected is organised in a way which enables easy access and retrieval by other staff
2. Analyse and interpret information	2.1 Information and its sources are critically evaluated for relevance and validity to business/client requirements
	2.2 Basic *analysis* of information is undertaken as required to identify key issues
	2.3 More detailed analysis of information is carried out as required using relevant techniques including mathematical calculations and methods for numerical/graphical information
3. Develop and apply workable solutions	3.1 Workable solutions to business/client requirements are developed on consideration of analysed information
	3.2 Proposed solutions are communicated or implemented as required
4. Present information	4.1 Information is reported in the required format, style, structure and timeframe
	4.2 Information is *presented* in required medium in accordance with organisational requirements using relevant technology
5. Maintain information	5.1 A range of standard and complex *information systems* and operations is used in accordance with organisational policy and procedures
	5.2 Information and records are maintained in accordance with organisational procedures to ensure data and system integrity
	5.3 Routine data and records are reconciled as required
	5.4 Inadequacies in system/s relating to information retrieval are

ELEMENT	**PERFORMANCE CRITERIA**
	identified and corrected or reported to relevant staff as required

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 public sector legislation such as occupational health and safety and environment in the context of information management
- accessing and using information ethically and legally
- using manual and computerised techniques for information management
- applying computer technology to data storage, security, retrieval and presentation
- using basic statistical and numerical manipulation
- using critical analysis techniques
- communicating with colleagues and supervisors
- presenting information in a range of ways such as report format, numerically, in tables, with graphs, spatially
- responding to diversity, including gender and disability
- using problem solving and referring problems as required
- applying equal employment opportunity, equity and diversity principles

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
- data collection and management procedures
- organisational information handling and storage procedures
- cultural aspects of information and meaning
- sources of public sector work-related information
- economic, legal, security and social issues surrounding the use of information
- public sector standards
- 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

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* unitsthat <u>must</u> be achieved <u>prior</u> to this unit:*Nil* • *Co-requisite* unitsthat <u>must</u> be assessed <u>with</u> this unit:*Nil* • *Co-assessed units* 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: PSPCRT407A Undertake court listings PSPETHC401A Uphold and support the values and principles of public service PSPFIN401A Use public sector financial processes PSPFRAU401B Monitor data for indicators of fraud PSPGOV402B Deliver and monitor service to clients PSPGOV403B Use resources to achieve work unit goals PSPGOV404B Develop and implement work unit plans PSPGOV405B Provide input to change processes PSPGOV407B Provide a quotation PSPGOV417A Identify and treat risks PSPGOV422A Apply government processes PSPIM401A Conduct initial claim assessments PSPLEGN401A Encourage compliance with legislation in the public sector PSPPM404A Carry out simple project activities PSPREG411A Gather information through interviews PSPREG412A Gather and manage evidence PSPSEC405A Handle security classified information
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

EVIDENCE GUIDE

- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- information gathered and analysed 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 research, presentation and management
	- access to electronic information/records management systems
	- Case studies and workplace scenarios to capture the range of situations likely to be encountered when gathering and analysing 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 gathering and analysing information, including coping with difficulties, irregularities and breakdowns in routine
	- information gathered and analysed 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:

- case studies
- portfolios
- projects
- questioning
- scenarios

EVIDENCE GUIDE

	• 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.

Information may include	• legislation, guidelines and awards
	• organisation, legal and policy materials
	• client information
	• market trends
	• media reports
	• registries and file records
	• library materials
	• financial records
	• basic statistical information
	• human resources/personnel records
	• asset records
	• meta-data

Sources of information may include	• those internal to the organisation such as:
	• intranet
	• databases/files
	• library collections
	• internal publications
	• annual reports
	• newsletters
	• other staff.
	• those external to the organisation such as:
	• Internet
	• local, state, national and international libraries and archives
	• other organisations' publications
	• staff in external organisations

Legislation, policy and procedures may include	• Commonwealth and State/Territory legislation, standards and guidelines especially relating to privacy, confidentiality, freedom of information, security, fraud control, copyright,

RANGE STATEMENT

	intellectual property
	• government policy
	• public sector code of ethics
	• national standards
	• Australian standards such as records management, knowledge management, risk management
	• the organisation's policies/practices/code of conduct

Analysis of information may include	• qualitative analysis
	• quantitative analysis
	• critical analysis
	• problem solving
	• matching
	• statistical analysis
	• mathematical calculations
	• forecasting

Presentation of information may include	• routine reports and submissions
	• briefing notes, Ministerials
	• proposals, project plans
	• articles and promotional material
	• tabular or graphical presentation
	• overhead transparencies
	• slideshow data presentation
	• face-to-face
	• telephone

Information systems may include	• file/records management systems
	• personnel/human resources systems
	• specific purpose databases
	• library systems
	• data warehouse systems
	• web sites
	• financial information systems
	• workplace communication systems

Unit Sector(s)

Not applicable.

Competency field

Competency field   Working in Government