



Australian Government

TLIP0003 Ensure the confidentiality, privacy and security of customer information

Release: 1

TLIP0003 Ensure the confidentiality, privacy and security of customer information

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply principles and requirements relating to confidentiality, privacy and security of information collected, when providing services to customers.

It includes maintaining the confidentiality, privacy and security of customer personal information under legislation, and workplace policies and procedures. It also includes working within accepted codes of conduct and following confidentiality, privacy and security provisions.

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

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Rail sector.

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Work within accepted codes of conduct

- 1.1 Work requirements and/or delegated task/s are confirmed with relevant personnel
- 1.2 Types of information required to be collected from customers are identified and confirmed to be in accordance with workplace and legislative requirements

	1.3	Customers are treated professionally and with respect when collecting personal data
2 Follow confidentiality and privacy principles/procedures	2.1	Information and requests for information are assessed with regard to what is and what is not disclosable
	2.2	Discretion and judgement are used in all communications
	2.3	Customer-related matters are discussed only with authorised personnel in accordance with workplace procedures
	2.4	Advice and clarification are sought from relevant personnel where potential confidentiality issues arise in dealings with information or requests for information
3 Follow security procedures	3.1	Customer information and other confidential documentation are secured appropriately
	3.2	Documents are stored securely in accordance with legislation, workplace policies and procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP2039 Ensure the confidentiality, privacy and security of customer information.

Links

Companion Volume Implementation Guide -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>