



Australian Government

TLIP2018 Provide information from and about records

Release: 1

TLIP2018 Provide information from and about records

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 provide information from and about records in the transport and logistics industry in accordance with regulations and workplace procedures.

It includes identifying the range of records required, gathering the required records, interpreting and administering access rules and procedures and providing the information in response to users' requests.

Work is generally performed under some supervision, within a team/group environment.

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

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify range of records required

PERFORMANCE CRITERIA

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

1.1 Specific information required by the user is identified from interpretation of the user request and clarified where initial request is unclear

1.2 Range of records likely to contain the information required by the user is identified from analysis of the request

- 1.3 Availability of the required records is accessed using appropriate finding aids and record keeping system
 - 1.4 Where the information required exceeds own ability to meet the request, user is referred to an appropriate colleague or list of external organisation/s
- 2 Gather required records**
- 2.1 Range of records likely to contain the information required by the user is obtained and analysed for the required content
 - 2.2 Information is extracted as required and is prepared in line with the request
 - 2.3 Specific records satisfying user requirements are gathered in accordance with organisational procedures
 - 2.4 Records are tracked to record change in location and use by the requesting user in accordance with record keeping system rules and organisational procedures
 - 2.5 Obstacles to obtaining specific records within the specified time are explained to the user and a revised timeline is agreed
- 3 Interpret and administer access rules and procedures**
- 3.1 User requesting the record is identified and access rules and procedures category are confirmed in accordance with organisational procedures
 - 3.2 Access restriction rules and guidelines are applied to the records requested and to match the user access category
 - 3.3 Where access restriction rules and guidelines prevent access to the user, the decision is recorded and the user is informed of their rights to a review of the decision
 - 3.4 Where partial access restriction is determined, the restricted portions of the records or information and the basis of the restriction are identified and documented
- 4 Provide information in response to user requests**
- 4.1 Specific records or portions thereof, information and/or records are protected to prevent access as required, in accordance with access rules and organisational procedures
 - 4.2 Requested information is prepared for the user in an appropriate format, in accordance with initial request and organisational procedures
 - 4.3 All access rules, record preservation requirements, specified timelines and work health and safety (WHS)/occupational

health and safety (OHS) guidelines are adhered to

- 4.4 Records retrieved and used to provide information are documented according to system rules and organisational 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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP2018A Provide information from and about records.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>