



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLIP2018A Provide information from and about records**

**Release: 1**

## **TLIP2018A Provide information from and about records**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to provide information from and about records in accordance with 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. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

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Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to provide information from or about records as part of record management processes in the transport, warehousing, distribution and/or storage industries.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Not Applicable

## **Employability Skills Information**

**Employability Skills**            This unit contains employability skills.

## **Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<b>1 Identify range of records required</b>	<p>1.1 The specific information required by the user is identified from interpretation of the user's request and clarified where initial request is unclear</p> <p>1.2 Range of records likely to contain the information required by the user is identified from analysis of the request</p> <p>1.3 The availability of the required records is accessed using appropriate finding aids and record keeping system</p> <p>1.4 Where the information required exceeds the staff member's ability to meet the request, the user is referred to an appropriate colleague or external organisation</p>
<b>2 Gather required records</b>	<p>2.1 Range of records likely to contain the information required by the user is obtained and analysed for the required information content</p> <p>2.2 Information is extracted, where required, and information is prepared in line with the request</p> <p>2.3 Specific records satisfying the requirements of the user are gathered together in accordance with organisational procedures</p> <p>2.4 Records are tracked to record change in location and use by the requesting user in accordance with the record keeping system rules and organisational procedures</p> <p>2.5 Any obstacles to obtaining specific records within the specified time are explained to the user and a revised timeline agreed</p>
<b>3 Interpret and administer access rules and procedures</b>	<p>3.1 Person requesting the record is identified and access rules and procedures category are confirmed in accordance with organisational procedures</p> <p>3.2 Access restriction rules and guidelines are applied to the records requested and to match the access category of the user</p> <p>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</p> <p>3.4 Where partial restriction to access is determined, the portions of the records or information which must be restricted are identified and documented, together with the basis of the restriction</p>
<b>4 Provide the information in response to users' requests</b>	<p>4.1 Where appropriate, specific records, or portions thereof, information and/or records are protected to prevent access, in accordance with access rules and organisational procedures</p> <p>4.2 Requested information is prepared for the user in an appropriate format and in accordance with the initial request and organisational procedures</p> <p>4.3 All access rules, record preservation requirements, specified</p>

**ELEMENT****PERFORMANCE CRITERIA**

timelines and occupational health and safety guidelines are adhered to

4.4 The records retrieved and used to provide information are documented according to the system rules and organisational procedures

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

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

#### Required knowledge:

- Regulations relevant to the provision of information from or about records as part of a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the provision of information from or about records including policies on confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for the provision of information from or about records as part of a records management process
- Problems that may occur when providing information from or about records and appropriate action that can be taken to resolve the problems
- Operational workflow within a records management system
- Types of equipment used in the provision of information from or about records and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

#### Required skills:

- Communicate effectively with others when providing information from or about records
- Read and interpret instructions and procedures relevant to the provision of information from or about records
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of information from or about records
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing information from or about records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and

**Required skills:**

interactions with others

- Promptly report and/or rectify any identified problems that may occur when providing information from or about records in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and efficiently and effectively use equipment for the provision of information from or about records
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Maintain security and confidentiality of material

**Evidence Guide****EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:

## EVIDENCE GUIDE

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
- by day or night

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Workplace environment may include movement of:

- equipment
- goods
- products
- materials
- vehicular traffic

## RANGE STATEMENT

- Records may be:
- paper- or electronically-based
- Storage requirements may include records in various modes such as:
- paper-based
  - computer disks and reels
  - CD-ROM
  - microfiche
  - film
  - audio
- The information service is conducted as part of:
- records management activities with the operator using discretion and judgement within established procedures. Boundaries of requests under freedom of information legislation and precedents may need to be considered. Interpretation of access clearances and privacy restrictions for records within particular levels of access and associated security releases may be required
- Appropriate format for provision of information may include:
- original
  - copy of original
  - hard or soft copy of original
  - digital
  - permission to view information/record
- Hazards in the work area may include:
- height and reach implications of storage facilities
  - dust and vapours
  - stationary and moving equipment, parts and materials
  - noise, light, energy sources
  - electrical equipment
  - humidity, air temperature, radiant heat
  - debris on floor
  - faulty racking
  - poorly stacked records or boxes
  - faulty equipment
- Personal protective equipment may include:
- gloves
  - safety headwear and footwear
  - safety glasses
  - protective clothing
  - high visibility clothing
- OH&S requirements include:
- manual handling
  - protective clothing
  - elimination/control of hazards
- Communication in the work area may include:
- phone
  - fax
  - email/internet



## RANGE STATEMENT

- electronic data interchange (EDI)
  - RF systems
  - barcode readers
  - oral, aural or signed communications
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
  - enterprise procedures
  - organisational procedures
  - established or standard procedures
- Consultative processes may involve:
- workplace personnel including supervisors and managers
  - customers/clients
  - suppliers and contractors
  - union representatives
  - industrial relations and OH&S specialists
  - other professional or technical staff
- Information/documents may include:
- job specifications and workplace operating procedures
  - relevant Australian or international standards pertaining to records management
  - storage specifications and requirements
  - manufacturers specifications for equipment/tools
  - supplier and/or client instructions
  - codes of practice including the National Standards for Manual Handling and the Industry Safety Code
  - relevant regulations including the privacy, confidentiality, access and security requirements
  - award, enterprise bargaining agreement, other industrial arrangements
  - standards and certification requirements
  - emergency procedures
  - quality assurance standards for records management
- Applicable regulations and legislation may include:
- relevant codes and regulations pertaining to records management
  - relevant Australian Standards relating to records management
  - relevant state/territory OH&S legislation
  - relevant state/territory environmental protection legislation
  - privacy and confidentiality legislation and regulations
  - freedom of information regulations
  - workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
  - workers compensation regulations

## **Unit Sector(s)**

Not Applicable

## **Competency Field**

**Competency Field**                      P - Administration and Finance