



Australian Government

Department of Education, Employment and Workplace Relations

TLIP3019A Provide records retrieval service

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to provide a records retrieval service in accordance with workplace requirements including locating/retrieving records required, ensuring security of records, and delivering the record or record information. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

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 a records retrieval service 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
1 Locate/retrieve records required	<p>1.1 Search criteria are refined in consultation with user making request, and key words (or other indexing terms) are identified to retrieve records</p> <p>1.2 Sources are searched to retrieve records according to agreed criteria</p> <p>1.3 Records are retrieved or located to match request</p>
2 Ensure security of records	<p>2.1 Person requesting the record is identified and access category confirmed in accordance with organisational procedures</p> <p>2.2 Access and security clearance documents are checked for match with category of identified person requesting the record</p> <p>2.3 Where access is denied, the user is informed of the denial in accordance with organisational procedures</p>
3 Deliver the record or record information	<p>3.1 Where record is to be provided, it is retrieved from the storage location in accordance with record keeping system operation, organisational, and occupational health and safety procedures</p> <p>3.2 Where information about the record is to be provided, it is given to the user</p> <p>3.3 Where required by the record keeping system, records of the transaction are documented in accordance with record keeping system operation and organisational procedures</p> <p>3.4 Where records are provided to the user, the new locations are recorded in accordance with the system rules and organisational procedures</p> <p>3.5 Record, or record information is delivered to the authorised person within the specified timeframes</p>

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 a records retrieval service as part of a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the provision of a records retrieval service including policies on privacy, confidentiality and security of information and records

REQUIRED KNOWLEDGE AND SKILLS

- Focus of operation of work systems, equipment, management and site operating systems for the provision of a records retrieval service as part of a records management process
- Problems that may occur when providing a records retrieval service 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 a records retrieval service 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 a records retrieval service
- Read and interpret instructions, procedures and information relevant to the provision of a records retrieval service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of a records retrieval service
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing a records retrieval service
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing a records retrieval service 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
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
- Maintain security and confidentiality of material
- Identify, select and efficiently and effectively use equipment for the provision of a records retrieval service
- 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

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:
 - 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.

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| Work may be conducted: | <ul style="list-style-type: none">• in a range of work environments• by day or night |
| Customers may be: | <ul style="list-style-type: none">• internal or external |
| Workplaces may comprise: | <ul style="list-style-type: none">• large, medium or small worksites |
| Workplace environment may include movement of: | <ul style="list-style-type: none">• equipment• goods• products• materials• vehicular traffic |
| Records may be: | <ul style="list-style-type: none">• paper- or electronically-based |
| Storage requirements may include records in various modes such as: | <ul style="list-style-type: none">• paper-based• computer disks and reels• CD-ROM• microfiche• film• audio |
| The record retrieval service is: | <ul style="list-style-type: none">• conducted as part of records management activities with the operator using discretion and judgement within established procedures |
| Requests may be: | <ul style="list-style-type: none">• written• verbal• computer-generated or system-generated |
| Information about the record may include: | <ul style="list-style-type: none">• location or a unique identifier |
| Hazards in the work area may include: | <ul style="list-style-type: none">• 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 |

RANGE STATEMENT

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
- 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 privacy and confidentiality requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management

RANGE STATEMENT

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