



Australian Government

BSBCUE503 Manage data interrogation

Release: 1

BSBCUE503 Manage data interrogation

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to manage data interrogation from a variety of sources, including database systems.

It applies to individuals who possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies, and who will work closely with other members of an organisation and have a high degree of autonomy with managerial responsibility.

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

Unit Sector

Stakeholder Relations – Customer Engagement

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Provide guidance to interrogate data	1.1 Identify information sources 1.2 Assist personnel to collect and record information according to legislation, policy and procedures 1.3 Assist personnel to collate, sort and analyse collected information in relation to purpose for which it is being obtained
2 Assist personnel to interrogate data	2.1 Identify information to be analysed and identify analysis methodology and analysis processes 2.2 Assist personnel to reduce and describe subject to support development of interpretations

ELEMENT	PERFORMANCE CRITERIA
	2.3 Review appropriateness of reduced information according to organisational processes 2.4 Inform personnel how to archive information not used in reduction and description processes for future reference 2.5 Implement supervisory processes, checks and measures to ensure work is completed within time available
3 Provide suitable training and assessment opportunities	3.1 Identify learners' personal skill gaps 3.2 Provide appropriate on-the-job training opportunities to fill identified skill gaps and improve work performance 3.3 Provide opportunities for personnel to ask questions and seek clarification on training and work performance matters 3.4 Provide assistance to personnel to ensure compliance with organisational requirements and access suitable training and assessment

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2, 2.1-2.3	Analyses and consolidates information from a range of sources against defined criteria and requirements and checks for accuracy and completeness
Oral Communication	1.2, 1.3, 2.2, 2.4, 3.3, 3.4	- Elicits views and opinions of others and obtains information by listening and questioning - Articulates requirements and instructions clearly, using language and specific industry terminology appropriate to audience and environment
Numeracy	1.3, 2.1-2.3	Analyses and synthesises mathematical information embedded in a broad range of tasks and texts
Navigate the world of work	1.2, 2.3, 3.4	Takes personal responsibility for ensuring personnel understand and follow legal/regulatory and organisational requirements and have access to appropriate training to address skill gaps
Interact with	1.2, 1.3, 2.2, 2.4,	Demonstrates sophisticated control over oral, visual or written formats, drawing on a range of communication

others	3.2-3.4	practices to convey technical and compliance information to personnel Provides feedback on performance and encourages interaction to clarify individuals' skill requirements to reach agreed goals
Get the work done	1.1, 2.1-2.5, 3.1, 3.2	- Sequences and schedules complex activities, monitors implementation and manages relevant communication - Uses systematic, analytical processes to gather relevant information, and identify and evaluate options against agreed criteria, when assisting personnel to perform data interrogation tasks - Uses a range of digital tools and applications to access and filter data, and extract, organise, integrate and share information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCUE503 Manage data interrogation	BSBCCO503A Manage data interrogation	Updated to meet Standards for Training Packages Code changed to reflect industry practice	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCUE503 Manage data interrogation

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Performance Evidence

Evidence of the ability to:

- provide guidance to individuals and groups to collect, record, collate and sort information in accordance with organisational, regulatory and legislative requirements
- provide guidance to individuals and groups to perform interrogation of data in accordance with organisational processes
- monitor work progress of others
- identify and manage personnel training requirements to ensure organisational and regulatory requirements are met.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain how to extract, analyse and reduce information from databases and other sources
- identify organisational and regulatory requirements for data collection and interrogation
- identify organisational structure and key stakeholders
- describe information types and their sources
- describe procedures and security measures for accessing, storing, retrieving and using data from databases
- explain range of engagement data available, technology functionality and reporting capability
- describe use of engagement recording technology to obtain statements.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the stakeholder relations – customer engagement field of work. This includes access to:

- interaction with others
- information and databases for analysis activities
- relevant legislation, standards and guidelines.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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