



**Australian Government**

# **BSBINS304 Process and maintain information resources**

**Release: 1**

## BSBINS304 Process and maintain information resources

### Modification History

| Release   | Comments                                                                             |
|-----------|--------------------------------------------------------------------------------------|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

### Application

This unit describes the skills and knowledge required to locate, check, record, store and maintain multimedia, digital and print-based information.

The unit applies to individuals working in a library and information services context who are responsible for processing and maintaining information resources, generally under supervision and within established procedures.

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

### Unit Sector

Technical Skills – Information Services

### 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. Undertake information processing tasks        | 1.1 Label and protect information resources and apply security measures<br>1.2 Check outsourced shelf-ready items for processing according to organisational procedures<br>1.3 Identify details of information resources according to organisational procedures and processing systems<br>1.4 Identify issues with processing systems and procedures and report to relevant stakeholders |
| 2. Arrange resources to facilitate access        | 2.1 Check and organise information resources for arrangement and classification<br>2.2 Arrange and shelve resources according to required classification order and organisational requirements                                                                                                                                                                                           |

| ELEMENT              | PERFORMANCE CRITERIA                                                                                                                                                                                     |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      | 2.3 Identify and follow safety procedures when handling resources                                                                                                                                        |
| 3. Monitor resources | 3.1 Check resources for correct arrangement and report missing or damaged resources<br>3.2 Undertake basic maintenance and minor repairs of damaged resources and refer unresolved repairs to supervisor |

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

| Skill              | Description                                                                                                                                                                                                                                                  |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading            | <ul style="list-style-type: none"> <li>Interprets, consolidates and checks completeness and accuracy of information and data</li> </ul>                                                                                                                      |
| Writing            | <ul style="list-style-type: none"> <li>Records and completes information in organisational systems</li> </ul>                                                                                                                                                |
| Oral Communication | <ul style="list-style-type: none"> <li>Interacts effectively in verbal exchanges, using active listening and questioning to convey and clarify information</li> </ul>                                                                                        |
| Numeracy           | <ul style="list-style-type: none"> <li>Identifies and comprehends mathematical information related to counting and checking information resources</li> </ul>                                                                                                 |
| Teamwork           | <ul style="list-style-type: none"> <li>Complies with work instructions and contributes to work group discussions using accepted conventions</li> </ul>                                                                                                       |
| Self-management    | <ul style="list-style-type: none"> <li>Determines job sequence and works logically and systematically to undertake clearly defined tasks in an effective manner</li> </ul>                                                                                   |
| Problem solving    | <ul style="list-style-type: none"> <li>Makes low-impact decisions within familiar situations, based on a range of pre-defined or routine solutions</li> <li>Responds to predictable routine problems and implements standard or logical solutions</li> </ul> |
| Technology         | <ul style="list-style-type: none"> <li>Uses digital technology for basic reading, recording and searching information, and for communications following routine procedures and security requirements</li> </ul>                                              |

## Unit Mapping Information

Supersedes and is equivalent to BSBLIB306 Process and maintain information resources.

## Links

Companion Volume Implementation Guide is found on VETNet -

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

# Assessment Requirements for BSBINS304 Process and maintain information resources

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## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- process and maintain three different information resource according to established procedures
- organise and place eight items using safe manual handling techniques.

### In the process of the above, the candidate must

- apply a basic knowledge of classification systems and techniques for processing and maintaining information resources.

## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- standard methods of organising and arranging materials, equipment and information, including:
  - arrangements designed to facilitate access to materials and information
  - common classification systems and formats
- basic information technology security procedures
- organisational policies and procedures including:
  - processing
  - storage
  - repair
  - maintenance
  - disposal
  - replacement of damaged items
- protective and security devices for materials in different formats
- work health and safety requirements, including safe manual-handling techniques

- types of damage and deterioration for information, and different protection and storage options.

## **Assessment Conditions**

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- industry-current equipment and classification systems
- information resources to be processed and maintained
- organisational policies and procedures
- special purpose tools, equipment and materials relevant to performance evidence
- relevant industry software packages relevant to performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## **Links**

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