



Australian Government

BSBINS402 Coordinate workplace information systems

Release: 1

BSBINS402 Coordinate workplace information systems

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 implement and review workplace information systems. It involves identification, collection, initial analysis and use of information.

The applies to individuals whose work will normally be carried out within methods and procedures which require planning and evaluation, leadership and guidance of others, and some discretion and judgement.

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. Identify and review information needs	1.1 Identify information required by relevant stakeholders 1.2 Review information requirements to determine suitability, accessibility, currency and reliability of information according to organisational policies and procedures
2. Collect, analyse and report information	2.1 Collect information which is adequate and relevant to the requirements of relevant stakeholders 2.2 Confirm information is in a format suitable for analysis, interpretation and distribution 2.3 Analyse information, identify and report relevant trends according to the requirements for which it was collected
3. Implement information	3.1 Implement information systems effectively to store, retrieve and

ELEMENT	PERFORMANCE CRITERIA
systems	regularly review information for decision making purposes 3.2 Use technology available in the work area to manage information effectively 3.3 Recommend improvements to information system to relevant stakeholders
4. Support information system continuous improvement	4.1 Collect data about information system future needs in consultation with relevant stakeholders 4.2 Confirm identified information system future needs reflect the organisation's business plans 4.3 Assist development of proposals for continuous improvement of information system 4.4 Distribute information to relevant stakeholders on information system changes, where required

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	Critically analyses documentation from a variety of sources and consolidates information
Writing	Develops information for a specific audience using clear and detailed language
Oral Communication	Uses active listening and questioning to convey and clarify information and to confirm understanding
Numeracy	Selects from and uses mathematical strategies to perform initial analysis on information
Planning and organising	Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes
Teamwork	Cooperates with others and contributes to work practices where joint outcomes are expected and deadlines are to be met
Problem solving	Contributes to continuous improvement of current work practices by applying basic principles of analytical thinking
Technology	Uses digital technologies and systems to access, enter, present and distribute information

Unit Mapping Information

Supersedes and is equivalent to BSBINM401 Implement workplace information system.

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 BSBINS402 Coordinate workplace information systems

Modification History

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

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:

- distribute information to relevant stakeholders in response to three different workplace information needs
- implement and review a workplace information system on at least one occasion.

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:

- key aspects of workplace information systems including:
 - budgets and financial management systems
 - customer information software or records
 - databases
 - product and service information
 - project management software
 - record management systems
 - spreadsheets.

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:

- a workplace information system
- organisational policies and procedures.

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

Links

Companion Volume Implementation Guide is found on VETNet -

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