



Australian Government

BSBINS406 Assist customers to access information

Release: 1

BSBINS406 Assist customers to access information

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 help customers obtain required information, which can be found in readily accessible sources.

The unit applies to individuals working in frontline information services roles in any industry sector. They may be working in library and information services organisations, records management units, government departments, tourist information centres or community advisory organisations. These roles are undertaken within established guidelines under general supervision.

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. Clarify customer information requirements	1.1 Identify exact nature of information request 1.2 Confirm purpose of information request and any special requirements
2. Follow search strategies	2.1 Construct and follow search strategies to locate information using industry-current information 2.2 Assist customers to develop own information-seeking skills 2.3 Advise customers on other access arrangements, including inter-library loans and document delivery and supply services 2.4 Inform customers of constraints regarding access to information according to organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
3. Source and provide information	3.1 Source information from sources in response to relevant customer's requests 3.2 Provide information according to request 3.3 Confirm relevant customer's requirements are satisfied 3.4 Take action to resolve remaining issues or refer customers to other personnel, as 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	Interprets information from sources to identify relevant and key information
Writing	Documents information, selecting selects appropriate vocabulary and structure for audience, for informal and formal purposes
Oral Communication	- Interacts effectively in verbal exchanges, using active listening and questioning, to convey and clarify information - Explains detailed information using language, tone and pace appropriate to audience
Planning and organising	Organises, plans and sequences own workload
Problem solving	Responds to predictable routine problems and implements standard or logical solutions
Technology	Uses familiar digital technologies and systems to access information, and assist customers

Unit Mapping Information

Supersedes and is equivalent to BSBLIB405 Assist customers to access information.

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 BSBINS406 Assist customers to access information

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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:

- assist customers to access information from a variety of sources on at least four different occasions.

In the course of the above, the candidate must:

- use bibliographic tools and industry-current technology
- search and locate a range of information sources and communicate to relevant stakeholders
- communicate to clarify information requirements of stakeholder
- respond to stakeholders with information to complete their own searches.

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:

- organisational policies and procedures, including:
 - customer assistance
 - access to information
- typical customer requests and appropriate information sources for responding
- techniques for using reference resources and tools, including formulating search strategies
- range of information resources, formats and delivery options, including:
 - document delivery and supply processes
 - electronic and print
 - inter-library loans.

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 range of library and information services and resources
- industry-current information technologies
- 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.

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