



Australian Government

BSBINS408 Provide information from and about records

Release: 1

BSBINS408 Provide information from and about records

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 provide responses to enquiries from potential users of records, using relevant processes to access and provide information about records according to organisational policies and procedures.

The unit applies to individuals who use a range of organisational and analytical techniques in working with an organisation's business and records systems.

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 retrieve records required	1.1 Identify specific information required or search criteria provided by relevant stakeholders 1.2 Identify records likely to contain information required and identify availability using relevant search aids and records systems 1.3 Retrieve range of records likely to contain information required by user, and analyse content 1.4 Track records to identify and document any change in content, use and location according to organisational policies and procedures 1.5 Explain to relevant stakeholders any issues in obtaining specific records within time requirements and negotiate a timeframe for

ELEMENT	PERFORMANCE CRITERIA
	delivery of records
2. Interpret and administer access rules and procedures	2.1 Identify person requesting records and confirm access clearance, according to organisational procedures 2.2 Check security classification of records and access restrictions cover the access clearance of person requesting the record 2.3 Inform person requesting records of their rights to review the decision where access restriction rules and guidelines prevent access
3. Provide the required information or records	3.1 Mask specific records, or portions thereof, according to access rules and organisational policies and procedures, where required 3.2 Prepare requested information and records according to organisational policies and procedures 3.3 Document records retrieval process according to business or information management system operation and organisational policies and procedures 3.4 Record new locations of records provided to relevant stakeholder in accordance with system rules and organisational procedures 3.5 Distribute records or records information

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	• Identifies and interprets information from a variety of organisational and regulatory texts to determine required actions
Writing	• Prepares information or records for others in required organisational format • Inputs information to locate records and records details of documents according to organisational requirements
Oral Communication	• Communicates verbally to gather or provide information using language appropriate to audience
Numeracy	• Recognises and interprets numerical information relating to record storage systems, record classification, timeframes and dates
Self-management	• Takes responsibility for planning, organising and implementing tasks required to achieve organisational requirements in a timely fashion

Skill	Description
Technology	• Uses digital systems and tools to provide records or information about records to relevant stakeholders

Unit Mapping Information

Supersedes and is equivalent to BSBRKG402 Provide information from and about records.

Supersedes but is not equivalent to BSBRKG401 Review the status of a record.

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 BSBINS408 Provide information from and about records

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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:

- identify records which accurately fulfil relevant stakeholder's requests and retrieve and distribute the record or record information on at least three occasions.

In the course of the above, the candidate must:

- apply access and security rules to the provision of records
- complete documentation required for record retrieval including new location.

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 features of the identification system used by the organisation to name, code, locate and categorise records
- principles and processes of records management and information management systems
- organisational policies and procedures that relate to information access and security.

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:

- workplace documentation and resources 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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