



Australian Government

Assessment Requirements for BSBINS508 Research and analyse information to meet library customer needs

Release: 1

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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:

- provide service to six customers, including:
 - analysing customer needs
 - implementing location strategy
 - reviewing quality of service.

In the course of the above, the candidate must:

- conduct reference interview
- analyse information to ensure suitability to meet customer needs
- apply knowledge of the organisation's reference, research and general collections
- apply knowledge of types and scope of databases and other accessible reference tools
- demonstrate effective interviewing, communication and negotiation with customers about information needs
- use a range of information sources and tools.

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:

- scope and range of information sources available
- techniques for searching and retrieving information from a range of sources
- strategies for obtaining information from external agencies or specialist organisations
- range of available delivery options for presentation of information resources
- legal considerations relating to accessing information sources
- protocols associated with culturally sensitive material, including Aboriginal or Torres Strait Islander cultural material.

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:

- organisational policies and procedures documents relevant to performance evidence
- a range of information sources and information systems
- special purpose tools, equipment, materials and 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

Companion Volume Implementation Guide is found on VETNet -

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