



Australian Government

Assessment Requirements for BSBLIB511 Research and analyse information to meet 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 2.0.

Performance Evidence

Evidence of the ability to:

- 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
- define, locate, analyse and evaluate information
- demonstrate effective interviewing, communication and negotiation with customers about information needs
- efficiently and effectively respond to complex and varied information requests
- demonstrate effective search techniques using a range of print and electronic information sources and tools
- demonstrate working within time constraints that reflect industry practice and standards.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe scope and range of information sources available in print and electronic formats, including databases and technologies, such as current and emerging web applications
- analyse various techniques for searching and retrieving information from a range of sources, including the internet and other electronic sources
- compare and contrast strategies for obtaining information from external agencies or specialist organisations
- describe a range of available delivery options for presentation of information resources
- outline legal considerations relating to accessing information sources
- define bibliographic standards
- evaluate several reference sources and databases, both print and online

- identify and describe protocols associated with culturally sensitive material, including Aboriginal or Torres Strait Islander cultural material.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Library – Information Services field of work and include access to:

- opportunities for interaction with others to reflect the communication and negotiation aspects of this unit
- access to:
 - relevant policies and procedures documents
 - a range of information sources and information systems
 - special purpose tools, equipment, materials and industry software packages.

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 guides are found in VETNet -

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