



Australian Government

Department of Education, Employment and Workplace Relations

BSBCMN305A Organise workplace information

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the skills and knowledge required to gather, organise and apply workplace information in the context of an organisation's work processes and information management systems.

This unit is related to BSBCM206A Process and maintain workplace information, BSBCM212A Handle mail and BSBCM405A Analyse and present research information. Consider co-assessment with BSBCM306A Produce business documents.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Collect and assess information	1.1 Information held by the organisation on products and services is assessed for accuracy and relevance to organisational requirements 1.2 Methods of collecting information are reliable and make efficient use of available time and resources 1.3 Information collected is suitable for analysis, decision making and the development of plans, strategies and options 1.4 Information collection is participative and uses appropriate interpersonal skills to access relevant data from individuals and team members 1.5 Appropriate interpersonal skills are used to access relevant information from individuals and teams
2 Organise information	2.1 Information is organised in a format suitable for analysis, interpretation and dissemination in accordance with organisational requirements 2.2 Business equipment/technology is used to maintain information in accordance with organisational requirements 2.3 Information and materials are collated and communicated to relevant designated persons 2.4 Difficulties organising and accessing information are identified and solved collaboratively with individuals and team members 2.5 Information is updated and stored in accordance with organisational requirements
3 Review information needs	3.1 Feedback on sufficiency of information is actively sought to ensure relevance of information in accordance with organisational requirements 3.2 Contribution of information to decision-making is reviewed and appropriate modifications to collection processes are implemented

- 3.3 Future information needs are identified and incorporated in modifications to collection processes
- 3.4 Future information needs are documented and incorporated in modifications to reporting processes

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence

Providing accurate information for defined purposes
Maintaining and handling data and documents systematically
Checking and reviewing data for relevance and accuracy
Presenting information and data clearly
Identifying and complying with organisational requirements
Using business technology to manage information

Underpinning Knowledge*

* At this level the learner must demonstrate some relevant theoretical knowledge.

The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
Understanding of organisation's business and structure
Knowledge of organisation's record keeping/filing systems and security procedures and safe recording practices
Knowledge of organisational policies and procedures relating to distribution of workplace information and legal and ethical obligations
Methods for checking that decisions are consistent with available information
Knowledge of safe record keeping procedures
Understanding methods for checking the validity of information and its sources
Knowledge of preparing and planning documentation
Principles of interpersonal communication

Underpinning Skills

Literacy skills to read and understand a variety of texts; prepare general information and papers according to target audience; spell with accuracy; use grammar and punctuation effectively as an aid to understanding
Proofreading and editing skills to ensure clarity of meaning and conformity to organisational requirements, check for accuracy and consistency of information
Planning skills to organise work priorities and arrangements
Problem solving skills to deal with information which is contradictory, ambiguous, inconsistent or inadequate
Technology skills including the ability to select and use technology appropriate to a task; display information in a format suitable to the target audience
Writing and speaking skills to communicate advice and information effectively
Analytical skills to classify and report information
Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Consistency of Performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

Context/s of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels at the end of this unit

Key Competency Levels

Collecting, analysing and organising information (Level 2) - to store and dispatch information

Communicating ideas and information (Level 2) - with members of the work team

Planning and organising activities (Level 2) - for collating and filing information

Working with teams and others (Level 1) - in completing scheduled tasks

Using mathematical ideas and techniques (Level 1) - in filing information

Solving problems (Level 1) - to store and dispatch information

Using technology (Level 1) - to complete allocated tasks

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

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Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Information held by the organisation may include:

- correspondence (faxes, memos, letters, e-mail)
- computer databases (library catalogue, customer records)
- computer files (letters, memos and other documents)
- sales records (monthly forecasts, targets achieved)
- forms (insurance forms, membership forms)
- invoices (from suppliers, to debtors)
- personnel records (personal details, salary rates)
- financial figures
- production targets

Organisational requirements may include:

- quality assurance and/or procedures manuals
- security and confidentiality requirements
- legal and organisational policy/guidelines and requirements
- management and accountability channels
- Code of Conduct/Code of Ethics
- procedures for updating records
- Occupational Health and Safety policies, procedures and programs
- information protocols

Methods used to collect information may include:

- interviews with colleagues/customers
- recruitment applications and other forms
- classification tools
- information from other organisations
- previous file records
- observation and listening
- checking written material including referrals and client files
- questioning (in person or indirect)
- individual research
- checking research provided by others

Interpersonal skills may include:

- using appropriate body language
- summarising and paraphrasing
- networking
- consultation methods, techniques and protocols
- seeking feedback from group members to confirm understanding

Suitable format of information may include:

- using tables and charts
- using a particular software application
- incorporating graphics and pictures
- adding headers and footers
- use of legends
- inserting symbols

Business equipment/technology may include:

- photocopier
- computer
- e-mail
- internet/extranet/intranet
- shredder
- answering machine
- fax machine
- telephone

Designated persons may include:

- supervisor
- clients
- colleagues
- external agencies
- committee
- line management
- statutory bodies

Feedback on sufficiency of information could be obtained from:

- customer satisfaction questionnaires
- audit documentation and reports
- quality assurance data
- returned goods
- comments from clients and colleagues

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Suitable format of information may include:

using tables and charts

using a particular software application

incorporating graphics and pictures

adding headers and footers

use of legends

inserting symbols

Business equipment/technology may include:

photocopier

computer

e-mail

internet/extranet/intranet

shredder

answering machine

fax machine

telephone

Designated persons may include:

supervisor

clients

colleagues

external agencies

committee

line management

statutory bodies

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audit documentation and reports

quality assurance data

returned goods

comments from clients and colleagues

Unit Sector(s)

Not applicable.