



Australian Government

Department of Education, Employment and Workplace Relations

BSBRKG303A Retrieve information from records

Release: 1

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Modification History

Not applicable.

Unit Descriptor

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This unit describes the work required to receive a request and deliver the record or information about the record.

The procedures followed are generally well established.

Linkages outside these National Competency Standards

ISO DIS 15489 - Draft International Standard on Records Management

Links

The work described in this unit is linked to the work described in the following unit(s):

Previous Business Qualification(s)

Nil

The Same Business Qualification

BSBRKG304A Maintain business records

The following units represent a progression of the skills described in this unit:

BSBRKG301A Control records

BSBRKG402A Provide information from and about records

Subsequent Business Qualification(s)

BSBRKG403A Set up a business or records system for a small office

BSBRKG604A Determine security and access rules and procedures

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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 Locate/retrieve records required	1.1 Search criteria are refined in consultation with user making request and keywords (or other control information) are identified to retrieve records 1.2 A systematic approach is taken to details that are difficult to determine 1.3 Sources are searched to retrieve records according to agreed criteria 1.4 Records are retrieved or located to match request
2 Ensure security of records	2.1 Person requesting the record is identified and access category confirmed in accordance with organisational procedures 2.2 Security and access clearance documents are checked for match with category of identified person requesting the record

- 2.3 Where access is denied, the user is informed of the denial in accordance with organisational procedures
- 3 Prepare reports from the business or records system
 - 3.1 Where paper-based record is to be provided, it is retrieved from the storage location in accordance with business or records system procedures, organisational, and occupational health and safety procedures. Where electronic record is to be provided, a copy of the electronic record is delivered to the person making the request using available technology.
 - 3.2 Where information about the record is to be provided, it is given to the user, either verbally or by electronic means.
 - 3.3 Client is kept informed of relevant matters, problems are explained clearly and alternatives are suggested, in a timely way
 - 3.4 Where required by the business or records system procedures, records of the retrieval and use transaction are updated in accordance with organisational procedures
 - 3.5 Where paper-based records are provided to the user, the new locations are recorded in accordance with the system rules and organisational procedures
 - 3.6 Record, or record information is delivered within the specified timeframes

Required Skills and Knowledge

Not applicable.

Evidence Guide

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

Critical Aspects of Evidence

Demonstrate ability to:

- maintain accuracy in recording information
- maintain positive relationship with user through out the transaction

Underpinning Knowledge*

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

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

Recordkeeping principles and processes including functional requirements for recordkeeping

Understanding of the organisation's business and structure

Organisation's recordkeeping system and security procedures

Organisation's access and security procedures

Use of finding aids

Principles of interpersonal communication

Methods to identify search criteria

Underpinning Skills

Accuracy

Providing an efficient response to information requests

Operating appropriate equipment for records movement

Technology skills including the ability to select and use technology appropriate to a task

Communication skills to interpret requests and provide 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 1) - To identify the requirements of the request

Communicating ideas and information (Level 2) - To question and clarify request with user

Planning and organising activities (Level 1) - To work systematically in locating records

Working with teams and others (Level 1) - To interact with user

Using mathematical ideas and techniques (Level 1) - To work within, and maintain a systematic approach

Solving problems (Level 1) - To locate required record or information when it is not readily available

Using technology (Level 1) - To locate record and to record change to record location

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

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Range Statement

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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

Organisational procedures and recordkeeping system requirements may fall within the operation of:

copyright act and amendments

licensing agreements

archives act

freedom of information legislation

equal opportunity legislation

privacy protection legislation

Organisational procedures and policies may include:

security procedures

despatching and collecting procedures

enterprise formats

procedures for updating records

Request may be:

computer-generated

system-generated

e-mail

fax

internet request

written

verbal

Record control information may include:

unique identifier

description

format

immediate location

details of the record creator

access and security status

disposal status

Electronic access may include:

e-mail

internet access

diskette

tape

CD Rom

Request may specify:

timeframe

format

cost details

specific content required

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Unit Sector(s)

Not applicable.