



Australian Government

Department of Education, Employment and Workplace Relations

BSBRKG402A Provide information from and about records

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit describes the work required to respond as effectively as possible to enquiries from potential users of records, for information about the records, or for information that might be obtained from them. This includes processes for giving enquirers access to records.

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)

BSBRKG301A Control records

This unit represents a progression of skills described in other units. It is recommended, then, that the following units are achieved prior to the achievement of this unit:

BSBRKG303A Retrieve information from information

BSBRKG304A Maintain business records

The Same Business Qualification

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

Subsequent Business Qualification(s)

BSBRKG502A Manage and monitor business or records systems

BSBRKG504A Develop terminology for activities and records

BSBRKG604A Determine security and access rules and procedures

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Subsequent Business Qualification(s)

BSBRKG502A Manage and monitor business or records systems

BSBRKG504A Develop terminology for activities and records

BSBRKG604A Determine security and access rules and procedures

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 Identify range of records required	1.1 The specific information and/or search criteria required by the user is identified from interpretation of the user's request and clarified where initial request is unclear 1.2 The range of records likely to contain the information required by the user are identified from analysis of the request 1.3 The availability of the required records is ascertained using appropriate finding aids and records systems 1.4 Where the information is not available to the staff member, the request is referred to the appropriate source

- 2 Gather required records
 - 2.1 Range of records likely to contain the information required by the user are obtained and analysed for the required information content
 - 2.2 Where extraction of information is required, this is done in accordance with access rules, and information prepared in line with the request
 - 2.3 Specific records satisfying the requirements are gathered together in accordance with organisational procedures
 - 2.4 Records are tracked to record change in location and use in accordance with the business or records system rules and organisational procedures
 - 2.5 Any obstacles to obtaining specific records within the specified time are explained to the user and a revised timeline agreed
 - 2.6 Where records cannot be located, other possible sources are searched where appropriate
- 3 Interpret and administer access rules and procedures
 - 3.1 Person requesting the record is identified and access category confirmed in accordance with organisational procedures
 - 3.2 Access restriction rules and guidelines are applied to the records requested and to match the access category of the requester
 - 3.3 Where access restriction rules and guidelines prevent access to the requester, the decision is recorded and the requester is informed of her/his rights to review of the decision
 - 3.4 Where partial restriction to access is determined, the portions of the records or information which must be restricted are identified and documented, together with the basis of the restriction
- 4 Provide the required information and/or records
 - 4.1 Where appropriate, specific records, or portions thereof, are masked to prevent access, in accordance with access rules and organisational procedures
 - 4.2 Requested information is prepared for the requester in an appropriate format and in accordance with the initial request and organisational procedures

- 4.3 All access rules, record preservation requirements, and specified timelines are adhered to
- 4.4 The records retrieved and used to provide information are documented according to the system rules and organisational procedures
- 4.5 Where required by the business or records system, records of the transaction are documented in accordance with business or records system operation and organisational procedures
- 4.6 Where records are provided to the user, the new locations are recorded in accordance with the system rules and organisational procedures
- 4.7 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:

- meet legislative and organisational security and access requirements
- meet requestor's needs as completely as possible
- provide the records or information within an acceptable timeframe
- document the transaction according to organisational procedures

Underpinning Knowledge*

* At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.

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

How to conduct a reference interview

Knowledge and understanding of organisation's business functions and structure (past and present)

Organisation's policies, strategies and procedures, particularly those in relation to records access and security

Construction and use of language in the organisation (past and present)

Organisational recordkeeping practice, environment, culture, and systems (past and present)

The nature and use of finding aids

Underpinning Skills

Responding efficiently to information requests

Researching and organising information for customers

Listening to, questioning, and clarifying information requests

Using sensitivity when dealing with customer needs

Using judgement and discretion with confidential information

Interpreting and applying relevant legislation, regulations, standards, and access and security rules and conditions

Interpreting complex recorded information

Reading and comprehending/interpreting nature of record content

Interpreting criteria for application to the record

Writing reports where precise meaning is required

Records management system and operation including access and security for vital records

Working systematically with accuracy and attention to detail

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) - from the content and the metadata of the records

Communicating ideas and information (Level 2) - with those requesting information from and about records

Planning and organising activities (Level 1) - in planning to undertake the necessary research

Working with teams and others (Level 1) - in clarifying the nature of the request

Using mathematical ideas and techniques (Level 1) - to work logically through the process of finding the required information

Solving problems (Level 1) - presented by access rules and procedures

Using technology (Level 1) - to search, track and find the required records

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 competence, 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

Boundaries of requests under Freedom of Information legislation and precedents may need to be considered

Interpretation of access clearances and privacy restrictions for records within particular levels of access and associated security releases may be required

Reason for the request may include:

request under Freedom of Information legislation

subpoena search

discovery search

operational/research searches

Requests for information from records may need to conform with legislative and/or organisational requirements

Records may be registered (captured) into:

current business or records systems

archival control systems

business systems

storage facilities systems

Records likely to contain the required information may include:

organisation's records and archives holdings

internal or external collections

databases

Tools to ascertain the availability of records may include:

finding aids

microforms

indexes

databases

Obstacles to obtaining some records may include:

reluctance of individuals or organisations to provide records

remoteness of location

cost

inaccurate finding aids

transaction of standard recordkeeping practices, such as disposal

Appropriate format for provision of information may include:

original

copy of original

hard or soft copy of original

digital

permission to view information/record

Organisational procedures and policies may include:

security procedures

despatching and collecting procedures

enterprise formats

procedures for updating records

Request may be:

written

verbal

computer-generated

system-generated

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Unit Sector(s)

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