



Australian Government

Department of Education, Employment and Workplace Relations

BSBCCO301B Use multiple information systems

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with <i>BSB07 Business Training Package version 6.0</i> Revised unit. Required skills updated to focus on learning and development practices and compliance with policy and procedures. Use of database management system (DBMS) to control data access, enforce data integrity, manage concurrency, and access information incorporated into the performance criteria in line with the customer contact industry's escalated use of technology. Critical aspects reviewed to succinctly address the essence of the unit. Replaces BSBCCO301A Use multiple information systems

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to use multiple information systems to research information and records, and to maintain up-to-date customer information. This may involve navigation between information systems using multiple windows and the maintenance of systems data while interacting with a customer.

Competence in this unit requires proficiency in the use of systems to analyse, research and resolve customer enquiries. It also requires basic troubleshooting skills to identify and report on issues that may arise with systems.

Application of the Unit

This unit applies in customer contact environments where use of multiple information systems is required to resolve customer enquiries or complaints.

This work is undertaken with some supervision and guidance.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>

Elements and Performance Criteria

1. Access a range of information systems	1.1 Efficiently log on to information systems 1.2 Navigate screens efficiently to locate displays and information relevant to role 1.3 Use a database management system (DBMS) to control data access, enforce data integrity, manage concurrency, and access information 1.4 Manage use of information systems efficiently according to organisational requirements
2. Process customer information using multiple information systems	2.1 Analyse customer enquiry to identify information needs 2.2 Identify information systems required to satisfy information needs 2.3 Use information systems according to organisational processes to complete customer enquiry or transaction 2.4 Record customer information in information systems to complete customer enquiry or transaction 2.5 Use the shortest reasonable pathways to navigate between and within information systems 2.6 Maintain contact and communication with the customer while operating information systems 2.7 Verify information with customer to complete transaction
3. Identify and rectify information system and processing errors	3.1 Identify errors in information system, relevant to role 3.2 Analyse errors for their impact on information system and customers 3.3 Identify source of errors, where possible 3.4 Consult with stakeholders to identify actions to rectify errors 3.5 Arrange rectification and confirm that amendments are accurate 3.6 Inform customers of errors and take necessary action 3.7 Identify information system faults and notify relevant personnel according to policy 3.8 Recommend procedural change according to policy

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to research, identify and use information effectively
- communication skills to maintain effective customer contact while using information systems
- interpersonal skills to establish rapport and build relationships with customers
- literacy skills to read, interpret and record information
- numeracy skills to read, validate and calculate data and information
- problem-solving skills to analyse and resolve issues with information systems
- self-management skills to:
 - comply with policies and procedures
 - seek learning and development opportunities
- technology skills to use organisational information systems.

Required knowledge

- computer and system troubleshooting principles
- enterprise business systems and operating platforms relevant to role
- enterprise policies, procedures and guidelines regarding the use and security of information systems
- social networking websites, including Facebook and Myspace
- escalation process for reporting information technology issues.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • apply checks to ensure data is captured and errors are rectified according to established procedures • demonstrate knowledge of enterprise policies, procedures and guidelines regarding the use and security of information systems • navigate systems to locate required information.
Context of and specific resources for assessment	Assessment must ensure access to: • relevant standards and guidelines for use of systems • workplace information and data • quality assurance and system user error reports • troubleshooting reports and escalation reports • work environment to observe operation of systems.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate • direct observation of use of systems • review of data entry • feedback from quality assurance program • review of performance management reports • oral and/or written questioning to assess knowledge of systems and organisational security and operational requirements.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Log on</i> may include:	• complying with information technology security protocols • logging into telephone system • opening most frequently used applications • turning on computer equipment • username and passwords to access information systems.
<i>Information systems</i> may include:	• billing systems • databases • internet • intranet • telephone systems.
<i>Manage use of information systems</i> may include use of:	• bookmarks • decision support system • office automation system • transaction processing systems.
<i>Customer</i> may include:	• colleague • internal or external customer of the organisation • user, purchaser or beneficiary of a service, product or process.
<i>Information</i> may include:	• details required from core business systems or other sources in order to complete a transaction or process • specific details requested by a customer or others.
<i>Errors</i> may include:	• corrupt data • data in incorrect fields • inaccurate data • untimely entry of data.
<i>Stakeholders</i> may include:	• information technology department or help desk • marketing department • owners of database or system • team leader or manager • training department.

Unit Sector(s)

Stakeholder relations – customer service

Custom Content Section

Not applicable.