



**Australian Government**

# **MSMSUP210 Process and record information**

**Release: 2**

## MSMSUP210 Process and record information

### Modification History

Release 2. Equivalent. Minor edits for improved clarity. Foundation skills specified. Range of conditions removed. Duplication between Performance Evidence and Performance Criteria removed. Assessment conditions updated.

Release 1. Supersedes and is equivalent to MSAPMSUP210A Process and record information.

### Application

This unit describes the skills and knowledge required to process information and respond to the information requirements of own job, including the completion of workplace documents, and clearly and concisely providing relevant information to others.

This unit applies to personnel who are required to identify routine information requirements, access and process information, provide workplace and technical information within their area of expertise and complete workplace documentation. Information will be conveyed orally and in writing.

This unit applies to all work environments.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must also be applied.

### Pre-requisite Unit

Nil

### Unit Sector

Support

### Elements and Performance Criteria

| Elements                                         | Performance Criteria                                                                                                                                                                                             |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                           |
| 1. Access information                            | 1.1 Identify the need for information<br>1.2 Request appropriate information<br>1.3 Access information in accordance with procedures<br>1.4 Comply with security procedures in accessing appropriate information |

| <b>Elements</b>                                  | <b>Performance Criteria</b>                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                                                               |
| 2. Provide appropriate information               | 2.1 Deal with enquiries promptly and courteously<br>2.2 Confirm details of enquiry by questioning and summarising<br>2.3 Organise information clearly, concisely and logically<br>2.4 Provide information relevant to request in a timely manner and in a form that is appropriate and easily understood<br>2.5 Redirect enquiries to relevant personnel for resolution where outside the own area of responsibility |
| 3. Give and follow routine instructions          | 3.1 Give accurate, clear and concise instructions that are appropriate for the receiver<br>3.2 Interact with others in an efficient, effective, responsive, courteous and supportive manner<br>3.3 Confirm that instructions are understood<br>3.4 Follow prescribed and routine work-related sequences                                                                                                              |
| 4. Provide reports                               | 4.1 Complete all workplace documentation and reports clearly and accurately<br>4.2 Report all relevant information clearly and concisely                                                                                                                                                                                                                                                                             |

## Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

- Reading skills to interpret workplace information.
- Writing skills to complete workplace documents and reports.
- Oral communication skills to interact with others and provide information.

Other foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Unit Mapping Information

Release 2. Supersedes and is equivalent to MSAPMSUP210A Process and record information.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>

# Assessment Requirements for MSMSUP210 Process and record information

## Modification History

Release 2. Equivalent. Minor edits for improved clarity. Foundation skills specified. Range of conditions removed. Duplication between Performance Evidence and Performance Criteria removed. Assessment conditions updated.

Release 1. Supersedes and is equivalent to MSAPMSUP210A Process and record information.

## Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- processed and recorded workplace and technical information in response to at least 1 enquiry.
- 

## Knowledge Evidence

There must be evidence the candidate has knowledge of:

- organisational procedures, including those covering:
  - data systems and data security
  - record keeping
  - privacy
  - intellectual property (IP)
  - use of internet
- types and meaning of workplace codes, numbers, symbols, signs and colours typically used in the role or work environment
- 

## Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
  - workplace documentation, forms and reports
  - workplace record keeping, privacy and data security procedures.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>