



Australian Government

PSPGEN137 Handle workplace information

Release: 1

PSPGEN137 Handle workplace information

Modification History

Supersedes and is equivalent to PSPGEN006 Handle workplace information.

Application

This unit describes the performance outcomes, skills and knowledge required to handle incoming and outgoing workplace information.

This unit applies to those working in generalist and specialist roles within the public sector under supervision, in teams or autonomously. They perform routine tasks in a familiar context.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Collect and analyse workplace information.

2. Process workplace information.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Collect and analyse required information under direction.
- 1.2. Check and record routine information in accordance with organisational policies and procedures.
- 1.3. Maintain data systems to ensure records are accurate and up to date.
- 1.4. Access and search internal data storage systems.
- 1.5. Apply organisational security and confidentiality procedures to information handling.

- 2.1. Sort and distribute incoming information in accordance with organisational policies and procedures.

2.2. Identify and communicate problems in processing routine information to relevant staff.

2.3. Establish and maintain information storage and filing systems.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• process routine and familiar information • locate data in storage systems.
Self-management skills to:	• understand own role and associated responsibilities for task completion in compliance with organisational policies and procedures.

Unit Mapping Information

Supersedes and is equivalent to PSPGEN006 Handle workplace information.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN137 Handle workplace information

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- handle files
- handle mail
- apply information security requirements
- apply computer technology to data storage, retrieval, and presentation
- convert one information type to another
- apply basic statistical and numerical manipulation
- use problem-solving and refer problems as required
- communicate with colleagues and supervisors.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation related to the workplace
- policies, procedures, and guidelines relating to information handling in the public sector, including those for confidentiality, privacy, security, freedom of information
- organisational policies and procedures for handling information
- electronic and manual filing systems
- databases and data storage systems.

Assessment Conditions

- Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- samples of information
- organisational policies and procedures for handling information.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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