



Australian Government

Department of Education, Employment and Workplace Relations

PSPGOV206B Handle workplace information

Release 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers handling incoming and outgoing workplace information. It includes collecting, analysing and processing workplace information.

In practice, handling workplace information may overlap with other generalist or specialist public sector work activities such as working in a public sector environment, communicating in the workplace, delivering client service, using resources, using technology, etc.

This is one of 5 units of competency in the *Working in Government and Management* Competency Fields that deal with information/knowledge management. Related units are:

- PSPGOV307B Organise workplace information
- PSPGOV406B Gather and analyse information
- PSPGOV504B Undertake research and analysis
- PSPMNGT614A Facilitate knowledge management
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No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Collect and analyse workplace information

- 1.1 Required ***information*** is collected and analysed under direction.
- 1.2 Routine information is checked and recorded in accordance with organisational format/s.
- 1.3 Maintenance of data systems is undertaken to ensure records are accurate and up-to-date.
- 1.4 Internal data ***storage*** systems are updated, accessed and searched as required.
- 1.5 Workplace procedures related to security and confidentiality are applied to information handling.

2. Process workplace information

- 2.1 Incoming information is sorted and distributed within defined timeframes.
- 2.2 Problems in processing routine information are identified and communicated to relevant staff.
- 2.3 Information storage and filing systems are established and maintained in accordance with ***legislation, policy and procedures***.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- handling files
- handling mail
- applying information security requirements
- applying computer technology to data storage, retrieval and presentation
- converting one information type to another (such as scanning)
- applying basic statistical and numerical manipulation
- using problem solving and referring problems as required
- communicating with colleagues and supervisors
- responding to diversity, including gender and disability

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, policies, procedures and guidelines relating to information handling in the public sector, such as confidentiality, privacy, security, freedom of information
- organisational procedures for handling information
- electronic and manual filing systems
- databases and data storage systems
- equal employment opportunity, equity and diversity principles
- occupational health and safety and environmental procedures relating to information handling

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPGOV201B Work in a public sector environment
 - PSPGOV202B Use routine workplace communication techniques
 - PSPGOV203B Deliver a service to clients
 - PSPGOV204B Access and use resources
 - PSPGOV207B Use technology in the workplace
 - PSPGOV208A Write routine workplace materials
 - PSPOHS201B Follow workplace safety procedures

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- workplace information handled in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to information in the public sector
- case studies and workplace scenarios to capture the range of situations likely to be encountered when handling information

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment, or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when handling information, including coping with difficulties, irregularities and breakdowns in routine
- workplace information handled in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities

- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- demonstration
- observation
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

<i>Information</i> may include:	• basic numerical and statistical data • legislative, organisation and policy requirements • client data • registries and file records • library materials • financial records • mail
<i>Storage of information</i> may include:	• manual and computer files • databases • systems which are internal and external to the immediate organisation • printed material • photographic material • microfiche
<i>Legislation, policy and procedures</i> may include:	• Commonwealth and State/Territory legislation, standards and guidelines especially relating to privacy, confidentiality, freedom of information, security, fraud control, copyright, intellectual property • government policy • public sector code of ethics • national standards • Australian standards such as records management, knowledge management, risk management • the organisation's policies and practices • organisational code of conduct

Unit Sector(s)

Not applicable.

Competency field

Working in Government.