



Australian Government

Department of Education, Employment and Workplace Relations

PSPGOV504B Undertake research and analysis

Revision Number: 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 research and analysis to develop advice and recommendations. It includes identifying and undertaking research, analysing information and applying the results of analysis, maintaining information systems, and compiling reports from information.

In practice, undertaking research and analysis may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, providing client service, developing policy, preparing for community engagement, initiating projects, developing procedures for service delivery, undertaking scientific research, detecting fraud, identifying contaminated sites, assessing security risks, undertaking court listing activities, determining liability, 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:

- PSPGOV206B Handle workplace information
- PSPGOV307B Organise workplace information
- PSPGOV406B Gather and analyse information
- PSPMNGT614A Facilitate knowledge management
- 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. Identify and undertake research	1.1 Information needs are defined based on work objectives and client and organisation requirements. 1.2 Potential <i>sources of information</i> and the <i>format</i> in which they are presented are evaluated and selected in line with the purpose and audience for the research. 1.3 <i>Strategies</i> are developed to acquire required information in accordance with <i>legislation, policy and procedures</i>. 1.4 Information is researched in a timely and thorough way and within resource allocation. 1.5 Quantity, quality and relevance of initial search results are assessed and gaps filled using the same or adjusted research strategies. 1.6 The methods and outcomes of research, and the criteria used to make information decisions and choices are clearly communicated.
2. Analyse information and apply the results of analysis	2.1 Information from various sources is examined, compared and <i>evaluated for content</i>, structure and logic. 2.2 Analytical techniques and processes are selected in line with defined objectives. 2.3 Information is collated, consolidated and <i>analysed</i> and outcomes are advised to senior staff in accordance with organisational policy and procedures. 2.4 Facts, issues, patterns, interrelationships and trends are identified through analysis in accordance with research aims. 2.5 Agreed project timelines are met, and the defined standards of the organisation are met for all work.
3. Maintain information systems	3.1 <i>Information systems</i> are maintained, validated and reconciled so that data and system integrity are assured. 3.2 A range of standard and complex information systems and applications is maintained in accordance with organisation standards. 3.3 Information systems are reviewed and updated as necessary.
4. Compile reports from information systems	4.1 The findings from analysing information are used to meet <i>client/organisational needs</i> and organisation standards. 4.2 Content of reports is determined and organised in a manner that supports the purposes and format of the organisation and audience. 4.3 Reporting of results is sequenced logically, is concise and clear, and includes predictions, assumptions and constraints where relevant.

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:

- applying public sector legislation such as occupational health and safety and environment in the context of information management
- accessing and using information ethically and legally
- using manual and computerised techniques for information management
- applying computer technology to data storage, security, retrieval and presentation
- undertaking statistical analysis
- using critical analysis techniques
- communicating with colleagues and supervisors
- presenting information in a range of ways such as report format, numerically, in tables, with graphs, spatially
- responding to diversity, including gender and disability
- applying problem solving and referring problems as required

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
- data collection and management procedures
- organisational information handling and storage procedures
- cultural aspects of information and meaning
- sources of public sector work-related information
- economic, legal and social issues surrounding the use of information
- public sector standards
- standard reporting procedures
- electronic and manual filing systems
- databases and data storage systems
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of information management

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:
 - PSPETHC501B Promote the values and ethos of public service
 - PSPGOV507A Undertake negotiations
 - PSPGOV512A Use complex workplace communication strategies
 - PSPGOV513A Refine complex workplace documents
 - PSPGOV520A Scope statistical data collection
 - PSPGOV521A Collect statistical data
 - PSPGOV522A Process statistical data
 - PSPGOV523A Interrogate and analyse statistical data
 - PSPGOV524A Interpret data and related statistics
 - PSPSCI503A Develop and undertake scientific/technological research
 - PSPFRAU502B Anticipate and detect possible fraud activity
 - PSPLAND506A Identify and manage contaminated sites
 - PSPSEC501A Assess security risks
 - PSPCRT505A Undertake senior court listing activities

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
- research and analysis undertaken 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 research and analysis
- access to electronic and other information sources relevant to the workplace

Where and how to assess evidence

- case studies and workplace scenarios to capture the range of situations likely to be encountered when undertaking research and analysis.

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 undertaking research and analysis, including coping with difficulties, irregularities and breakdowns in routine
- research and analysis undertaken 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:

- case studies
- 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>Sources of information</i> may include:	• organisation materials • client information • market trends • registries and file records • library materials • financial records • statistical information • personnel/human resource records • asset records • legislation • policies
Information <i>format</i> may include:	• multimedia • database • web site • dataset • audio/visual • word processed documents • books • gazettes and other publications • reports • pivot tables
<i>Strategies</i> may include:	• research plan • search strategy tailored to the information retrieval system selected: • using key concepts and terms • using classification schemes • using search engines • using analysis systems • using data warehouse systems • using internal organisers such as indexes in books
<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 • Internet etiquette (netiquette)
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Evaluation of content may include:	• reliability • validity • accuracy • authority • currency • point of view • bias • prejudice • deception • manipulation • supporting arguments • contradictions • different viewpoints • the cultural, physical or other context in which the information was created • the impact of context on interpretation of the information • comparison of new knowledge with prior knowledge • whether information contradicts or verifies information from other sources
Analysis may include:	• application of statistical methods • mathematical calculations • critical analysis • problem solving • forecasting
Information systems may contain:	• computers and networks • communication channels • records management guidelines • data • procedures • protocols • legislation, guidelines and awards • organisation, legal and policy materials • client information • market trends • registries and file records • library systems • financial records • basic statistical information • personnel records
Client/organisational needs may include:	• provision of advice • input into policy development • solutions/options for action

	• forecasting • determining future outcomes • identifying strategies derived from analysis of information
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Unit Sector(s)

Not applicable.

Competency field

Working in Government.