



Australian Government

TLIP0003 Ensure the confidentiality, privacy and security of customer information

Release: 1

TLIP0003 Ensure the confidentiality, privacy and security of customer information

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply principles and requirements relating to confidentiality, privacy and security of information collected, when providing services to customers.

It includes maintaining the confidentiality, privacy and security of customer personal information under legislation, and workplace policies and procedures. It also includes working within accepted codes of conduct and following confidentiality, privacy and security provisions.

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

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Rail sector.

Elements and Performance Criteria

Elements describe the essential outcomes.

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

1 Work within accepted codes of conduct

- 1.1** Work requirements and/or delegated task/s are confirmed with relevant personnel
- 1.2** Types of information required to be collected from customers are identified and confirmed to be in accordance with workplace and legislative requirements

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| | 1.3 | Customers are treated professionally and with respect when collecting personal data |
| 2 Follow confidentiality and privacy principles/procedures | 2.1 | Information and requests for information are assessed with regard to what is and what is not disclosable |
| | 2.2 | Discretion and judgement are used in all communications |
| | 2.3 | Customer-related matters are discussed only with authorised personnel in accordance with workplace procedures |
| | 2.4 | Advice and clarification are sought from relevant personnel where potential confidentiality issues arise in dealings with information or requests for information |
| 3 Follow security procedures | 3.1 | Customer information and other confidential documentation are secured appropriately |
| | 3.2 | Documents are stored securely in accordance with legislation, workplace policies and procedures |

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP2039 Ensure the confidentiality, privacy and security of customer information.

Links

Companion Volume Implementation Guide -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP0003 Ensure the confidentiality, privacy and security of customer information

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- accessing and securing records
- applying relevant principles, legislation and workplace procedures
- clarifying requirements and resolving difficult issues with customers
- communicating effectively with customers and relevant personnel
- documenting activities where confidentiality, privacy and security are maintained
- identifying types of requests that are likely to be made and providing appropriate responses.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- legislation, regulations, Australian Privacy Principles, codes of practice and standards that impact on business operations
- workplace policies and procedures for confidentiality, privacy and security.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

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