



Australian Government

TLIP2018 Provide information from and about records

Release: 2

TLIP2018 Provide information from and about records

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package.

- Minor statement changes in Assessment Conditions.

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 provide information from and about records in the transport and logistics industry in accordance with regulations and workplace procedures.

It includes identifying the range of records required, gathering the required records, interpreting and administering access rules and procedures and providing the information in response to users' requests.

Work is generally performed under some supervision, within a team/group environment.

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

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

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

- 1 Identify range of records required**
 - 1.1** Specific information required by the user is identified from interpretation of the user request and clarified where initial request is unclear
 - 1.2** Range of records likely to contain the information required by the user is identified from analysis of the request
 - 1.3** Availability of the required records is accessed using appropriate finding aids and record keeping system
 - 1.4** Where the information required exceeds own ability to meet the request, user is referred to an appropriate colleague or list of external organisation/s
- 2 Gather required records**
 - 2.1** Range of records likely to contain the information required by the user is obtained and analysed for the required content
 - 2.2** Information is extracted as required and is prepared in line with the request
 - 2.3** Specific records satisfying user requirements are gathered in accordance with organisational procedures
 - 2.4** Records are tracked to record change in location and use by the requesting user in accordance with record keeping system rules and organisational procedures
 - 2.5** Obstacles to obtaining specific records within the specified time are explained to the user and a revised timeline is agreed
- 3 Interpret and administer access rules and procedures**
 - 3.1** User requesting the record is identified and access rules and procedures category are confirmed in accordance with organisational procedures
 - 3.2** Access restriction rules and guidelines are applied to the records requested and to match the user access category
 - 3.3** Where access restriction rules and guidelines prevent access to the user, the decision is recorded and the user is informed of their rights to a review of the decision
 - 3.4** Where partial access restriction is determined, the restricted portions of the records or information and the basis of the restriction are identified and documented
- 4 Provide information in response to user requests**
 - 4.1** Specific records or portions thereof, information and/or records are protected to prevent access as required, in accordance with access rules and organisational procedures

- 4.2 Requested information is prepared for the user in an appropriate format, in accordance with initial request and organisational procedures
- 4.3 All access rules, record preservation requirements, specified timelines and work health and safety (WHS)/occupational health and safety (OHS) guidelines are adhered to
- 4.4 Records retrieved and used to provide information are documented according to system rules and organisational 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 TLIP2018A Provide information from and about records.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP2018 Provide information from and about records

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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:

- adapting to differences in equipment in accordance with standard operating procedures
- applying precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- applying relevant legislation and workplace procedures
- communicating and working effectively with others when providing information from or about records
- completing documentation related to providing information from or about records
- identifying, selecting and efficiently and effectively using equipment for providing information from or about records
- maintaining security and confidentiality of material
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- planning own work including predicting consequences and identifying improvements
- reading, interpreting and following instructions and procedures relevant to providing information from or about records
- selecting and using required personal protective equipment conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards
- using a range of information technology devices to required protocol including computers, radio frequency devices and electronic data exchange systems
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- housekeeping standards and procedures
- operational workflow within a records management system
- operational work systems, equipment, management and site operating systems for providing information from or about records as part of a records management process
- problems that may occur when providing information from or about records and appropriate action to be taken to resolve these problems
- regulations relevant to providing information from or about records as part of a records management process
- relevant WHS/OHS and environmental protection procedures and guidelines
- types of equipment used in providing information from or about records and the precautions and procedures that should be followed in their use
- workplace procedures and policies for providing information from or about records including policies on confidentiality and security of information and records.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

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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 include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

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