



**Australian Government**

# **TLIP2039 Ensure the confidentiality, privacy and security of customer information**

**Release: 1**

# **TLIP2039 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 organisational 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**

Not applicable.

## **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 is identified and confirmed to be in accordance

with organisational and legislative requirements

- 1.3 Customers are treated professionally and with respect when collecting personal data
- 2 Follow confidentiality and privacy 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 is used in all communications
  - 2.3 Customer-related matters are only discussed with appropriate personnel
  - 2.4 Advice and clarification is 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 is secured appropriately
  - 3.2 All documents required by legislation to be stored for certain periods are clearly labelled and stored securely in accordance with organisational 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 Companion Volume Implementation Guide.

## Unit Mapping Information

This unit replaces and is equivalent to TLIP2039A Ensure the confidentiality, privacy and security of customer information.

## 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 TLIP2039 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 privacy 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:

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

## 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.

Assessment must occur in workplace operational situations or, where this is not available, 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 simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

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