



Australian Government

TLIP3019 Provide records retrieval service

Release: 1

TLIP3019 Provide records retrieval service

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 provide a records retrieval service in accordance with regulations and workplace requirements in the transport and logistics industry.

It includes locating/retrieving records required, ensuring security of records and delivering records or record information.

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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Locate/retrieve records required	1.1 Search criteria are refined in consultation with person requesting records, and key words or other indexing terms are identified to retrieve records 1.2 Sources are searched to retrieve records in accordance with agreed criteria 1.3 Records are retrieved or located to match request

- 2 Ensure security of records**
 - 2.1 Person requesting records is identified and access category is confirmed in accordance with organisational procedures
 - 2.2 Access and security clearance documents are checked for match with category of identified person requesting records
 - 2.3 Person requesting records is informed when access is denied, in accordance with organisational procedures
- 3 Deliver records or record information**
 - 3.1 Records to be provided are retrieved from storage location in accordance with record keeping system operation, organisational, and work health safety/occupational health and safety (WHS/OHS) procedures
 - 3.2 Information about record to be provided is given to person requesting records
 - 3.3 As required by record keeping system, records of transaction are documented in accordance with record keeping system operation and organisational procedures
 - 3.4 New locations of records provided to person requesting records are recorded in accordance with system rules and organisational procedures
 - 3.5 Records or record information are delivered to authorised person within specified timeframes

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 TLIP3019A Provide records retrieval service.

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 TLIP3019 Provide records retrieval service

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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 operating procedures
- applying relevant legislation and workplace procedures
- communicating and working effectively with others
- completing relevant documentation
- identifying, selecting and using relevant equipment
- interpreting and following operational instructions and prioritising work
- maintaining security and confidentiality of material
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading and interpreting relevant instructions, procedures and information
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards
- using a range of information technology devices including computers, radio frequency devices, 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 a records retrieval service as part of a records management process
- problems that may occur and appropriate action that can be taken to resolve these problems
- regulations relevant for providing a records retrieval service as part of a records management process
- relevant WHS/OHS and environmental protection procedures and guidelines
- site layout and obstacles
- types of equipment used for providing a records retrieval service and the precautions and procedures that should be followed in their use
- workplace procedures and policies for providing a records retrieval service including policies on privacy, 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 simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

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