



Australian Government

Department of Education, Employment and Workplace Relations

TLIT507C Provide information from and about records

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to provide information from and about records in accordance with 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.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to provide information from or about records as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify range of records required	1.1 The specific information required by the user is identified from interpretation of the user's 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 The availability of the required records is accessed using appropriate finding aids and record keeping system 1.4 Where the information required exceeds the staff member's ability to meet the request, the user is referred to an appropriate colleague or external organisation
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 information content 2.2 Information is extracted, where required, and information is prepared in line with the request 2.3 Specific records satisfying the requirements of the user are gathered together in accordance with organisational procedures 2.4 Records are tracked to record change in location and use by the requesting user in accordance with the record keeping system rules and organisational procedures 2.5 Any obstacles to obtaining specific records within the specified time are explained to the user and a revised timeline agreed
3 Interpret and administer access rules and procedures	3.1 Person 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 access

category of the user

- 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 restriction to access is determined, the portions of the records or information which must be restricted are identified and documented, together with the basis of the restriction
- 4 Provide the information in response to users' requests**
- 4.1 Where appropriate, specific records, or portions thereof, information and/or records are protected to prevent access, in accordance with access rules and organisational procedures
 - 4.2 Requested information is prepared for the user in an appropriate format and in accordance with the initial request and organisational procedures
 - 4.3 All access rules, record preservation requirements, specified timelines and occupational health and safety guidelines are adhered to
 - 4.4 The records retrieved and used to provide information are documented according to the system rules and organisational procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations relevant to the provision of information from or about records as part of a records management process

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the provision of information from or about records including policies on confidentiality and security of information and records

Focus of operation of work systems, equipment, management and site operating systems for the provision of 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 that can be taken to resolve the problems

Operational workflow within a records management system

Types of equipment used in the provision of information from or about records and the precautions and procedures that should be followed in their use

Housekeeping standards and procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when providing information from or about records

Read and interpret instructions and procedures relevant to the provision of information from or about records

Interpret and follow operational instructions and prioritise work

Complete documentation related to the provision of information from or about records

Operate electronic communication equipment to required protocol

Work collaboratively with others when providing information from or about records

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when providing information from or about records in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Plan own work including predicting consequences and identifying improvements

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify, select and efficiently and effectively use equipment for the provision of information from or about records

Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Maintain security and confidentiality of material

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Workplace environment may include movement of:	equipment goods products materials vehicular traffic
Records may be:	paper- or electronically-based
Storage requirements may include records in various modes such as:	paper-based computer disks and reels CD-ROM microfiche film audio
The information service is conducted as part of:	records management activities with the operator using discretion and judgement within established procedures. Boundaries of requests under freedom of information legislation and precedents may need to be considered. Interpretation of access clearances and privacy restrictions for records within particular levels of access and associated security releases may be required
Appropriate format for provision of information may include:	original copy of original hard or soft copy of original digital

	permission to view information/record
Hazards in the work area may include:	height and reach implications of storage facilities dust and vapours stationary and moving equipment, parts and materials noise, light, energy sources electrical equipment humidity, air temperature, radiant heat debris on floor faulty racking poorly stacked records or boxes faulty equipment
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses protective clothing high visibility clothing
OH&S requirements include:	manual handling protective clothing elimination/control of hazards
Communication in the work area may include:	phone fax email/internet electronic data interchange (EDI) RF systems barcode readers oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established or standard procedures

Consultative processes may involve:	workplace personnel including supervisors and managers customers/clients suppliers and contractors union representatives industrial relations and OH&S specialists other professional or technical staff
Information/documents may include:	job specifications and workplace operating procedures relevant Australian or international standards pertaining to records management storage specifications and requirements manufacturers specifications for equipment/tools supplier and/or client instructions codes of practice including the National Standards for Manual Handling and the Industry Safety Code relevant regulations including the privacy, confidentiality, access and security requirements award, enterprise bargaining agreement, other industrial arrangements standards and certification requirements emergency procedures quality assurance standards for records management
Applicable regulations and legislation may include:	relevant codes and regulations pertaining to records management relevant Australian Standards relating to records management relevant state/territory OH&S legislation relevant state/territory environmental protection legislation privacy and confidentiality legislation and regulations freedom of information regulations

workplace relations regulations including
equal opportunity, equal employment
opportunity and affirmative action legislation
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

T - Records