



Australian Government

TLIP2039A Ensure the confidentiality, privacy and security of customer information

Release 1

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Modification History

Release 1. This is the first release of this unit.

Unit Descriptor

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.

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

Application of the Unit

This unit applies to individuals working in customer service roles in transport and other organisations who may be required to collect personal information from customers. The unit covers maintaining the confidentiality, privacy and security of customer personal information under legislation, and organisational policies and procedures. It covers working within accepted codes of conduct and following confidentiality, privacy and security provisions.

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

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

- | | |
|--|---|
| 1 Work within accepted codes of conduct | <ul style="list-style-type: none">1.1 Work requirements and/or delegated task/s are confirmed with relevant personnel1.2 Types of information required to be collected from customers is identified and confirmed to be in accordance with organisational and legislative requirements1.3 Customers are treated professionally and with respect when collecting personal data |
| 2 Follow confidentiality and privacy procedures | <ul style="list-style-type: none">2.1 Information and requests for information are assessed with regard to what is and what is not disclosable2.2 Discretion and judgement is used in all communications2.3 Customer-related matters are only discussed with appropriate personnel2.4 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 | <ul style="list-style-type: none">3.1 Customer information and other confidential documentation is secured appropriately3.2 All documents required by legislation to be stored for certain periods are clearly labelled and stored securely in accordance with organisational policies and procedures |

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Organisational policies and procedures for confidentiality, privacy and security
- Relevant legislation, regulations, codes of practice and standards that impact on business operations, such as:
 - anti-discrimination
 - ethics
 - freedom of information
 - privacy
 - work health and safety (WHS)/occupational health and safety (OHS)

Required skills:

- Access and secure records
- Clarify requirements and resolve difficult issues with customers
- Communicate effectively with customers and relevant personnel

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 competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- identifying types of inquiries that are likely to be made and providing appropriate responses
- documenting activities in which confidentiality, privacy and security are maintained, which may include:
 - examples of actions taken
 - how difficult situations were addressed
 - how guidance was provided about confidentiality, privacy and security, and clarification obtained (as required).

Context of and specific resources for assessment

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

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- 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 equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

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

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.

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.

Relevant personnel may include:

- managers
- specialised staff
- supervisor

Unit Sector(s)

Cross sector

Competency Field

P - Administration and Finance