



Australian Government

Department of Education, Employment and Workplace Relations

TLIP4005A Manage workplace information

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manage workplace information, including identifying and sourcing information needs; collecting, analysing and reporting information; using management information systems; contributing to the preparation of operational plans; and preparing resource proposals. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work. It involves the use of discretion and judgement for self and others when managing workplace information systems.

A range of opportunities may be used to develop the work area and to support the development of information systems and appropriate strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives by the work area and the individuals and teams within it.

Work involves responsibility for management of information processing and storage systems in the workplace and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills 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

ELEMENT	PERFORMANCE CRITERIA
1 Identify and source information needs	1.1 The information needs of individuals/teams is determined and the potential sources of information are identified 1.2 Information held by the organisation is reviewed to determine suitability and accessibility 1.3 Arrangements are made to obtain information which is not available/accessible within the organisation
2 Collect, analyse and report information	2.1 Collection of information is timely and relevant to the needs of individuals/teams 2.2 Information is in a format suitable for analysis, interpretation and dissemination 2.3 Information is analysed to identify and report relevant trends and developments in terms of the needs for which it was acquired
3 Use management information systems	3.1 Management information systems are used effectively to store and retrieve data for decision making 3.2 Technology available in the work area/organisation is used to manage information efficiently and effectively 3.3 Recommendations for improving the information system are submitted to designated persons/groups
4 Contribute to the preparation of operational plans	4.1 Individuals/teams are involved in the preparation of operational plans in ways which use their contribution effectively and gains their support for the outcomes 4.2 Operational plans are prepared and presented in accordance with the workplace's guidelines and requirements
5 Prepare resource proposals	5.1 Resource planning data is collected in consultation with colleagues, including those who have a specialist role in resource management 5.2 Estimates of resource needs and utilisation reflects the workplaces business plans and customer and supplier requirements 5.3 Proposals to secure resources are supported by clearly presented submissions describing realistic options, benefits, costs and outcomes

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection responsibilities, policies and procedures
- Workplace protocols and procedures for the management of workplace information
- Workplace business policies and plans as they relate to financial reporting and information system management and improvement
- Focus of operation of recording, reporting and statistical analysis systems and resources
- Resource availability including the processing capacity of equipment and software systems for statistical analysis of data
- Typical problems that can occur with the management of workplace information and related appropriate action that can be taken

Required skills:

- Communicate effectively with others when managing workplace information
- Read and interpret instructions and procedures relevant to the management of workplace information
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the management of workplace information
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing workplace information
- 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 arise during the management of workplace information in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- 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
- Select and efficiently use information management systems and technologies
- Select and appropriately apply technology, information systems and procedures to workplace tasks

Required skills:

- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide**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/or 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 equipment, and
 - 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 activities in an appropriately simulated environment at the registered training organisation, and/or

EVIDENCE GUIDE

- 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.

The workplace environment may involve twenty-four hour operation and may include:

- single and multi-site locations
- large, medium and small companies

Services, products, risks, work systems and requirements may:

- potentially vary across different sections of the workplace

Operations involve:

- internal and external customer and supplier contact and related information coordination

Information may be:

- in print or electronic form and may include forms, letters, memos, operational data, faxes, manifests, inventories, orders, invoices, freight documentation and other documents, records and data required within warehousing, stevedoring, transport&distribution operations

Communications systems may involve:

- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:

- other employees and supervisors
- customers and suppliers
- management and union representatives
- industrial relations and OH&S specialists
- other professional or technical staff, contractors and maintenance personnel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- workplace policies and procedures
- relevant contracts and agreements
- quality or enterprise work specifications and procedures

RANGE STATEMENT

Applicable regulations and legislation may include:

- manufacturers specifications and/or supplier's advice, recommended procedures, policies and instructions
- guidelines relating to minimising risks to the environment and compliance with OH&S requirements
- supplier and/or client instructions
- material safety data sheets
- relevant agreements and codes of practice
- legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection
- reports of accidents and incidents within regulatory requirements and enterprise procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures
- workplace agreements and awards
- workers compensation
- emergency procedures
- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

P - Administration and Finance