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Section 1: Meeting VET sector requirements

Training organisations have a range of requirements that they must meet in developing and implementing quality training and assessment strategies and practices for course programs. As a trainer, you also have a range of requirements that must be considered when implementing programs for your specific group of learners.

1.1 How Aspire's resources assist in meeting requirements

The following section outlines a range of VET sector requirements and how Aspire's resources may assist you and your training organisation in implementing a quality learning experience.

VET sector requirement	Aspire's approach
<p>Australian Qualifications Framework</p> <p>The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.</p> <p>You and your training organisation must be aware of the requirements of the relevant AQF qualification or course requirements, from the endorsed training package, as you implement course delivery.</p>	<p>Aspire's learning resources, practice tasks and learning checkpoints have been pitched at a level suitable for the unit of competency and the qualifications for which it is relevant, based on the specifications in the Australian Qualifications Framework (AQF) (Second edition, January 2013). For more information regarding these specifications, and to download the Australian Qualifications Framework, visit the AQF website at: www.aqf.edu.au.</p>
<p>Volume of learning</p> <p>When developing training and assessment strategies for this unit and the qualification for which it is relevant, you and your training organisation must take into account the volume of learning requirements as defined by the Australian Qualifications Framework. An explanation of volume of learning can be accessed at: www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-Learning-Explanation.pdf</p>	<p>The sample delivery plans provided in section 3.2 include suggested time allocations. You may need to adjust these allocations when planning delivery in the context of a whole qualification to meet volume of learning requirements and learner needs.</p>

1.2 Resource quality assurance processes

Aspire's resources are developed with rigorous quality assurance (QA) practices in place.

The QA process includes five components that support VET sector requirements:

1. Independent external QA of Aspire resources is carried out by QA consultants who are not employed or subcontracted by Aspire for resource development and have no other involvement or interest in the operations of Aspire. These QA consultants have vocational competencies and current industry skills relevant to the unit and/or current knowledge and skills in vocational teaching and learning. QA consultants also hold either:
 - TAE40110 Certificate IV in Training and Assessment (or its successor)
 - a diploma or higher level qualification in adult education.
2. Aspire engages with relevant industry bodies to ensure its resources meet industry needs (as identified in each individual unit of competency). This involves networking on an ongoing basis with industry networks, peak bodies and/or employers, and obtaining their feedback on resource content and assessments.
3. Resources are also reviewed by various training organisations and learner groups prior to release, to obtain and address feedback concerning resource usability.
4. Aspire uses external writers and/or subject matter experts who have relevant qualifications to an appropriate level in the subject area of the unit and current knowledge and skills in vocational teaching and learning.
5. Aspire's instructional design team has the following qualifications or similar:
 - Certificate IV in Training and Assessment or higher (with a preference for Diploma of VET)
 - TAESS00001 Assessor Skill Set or its successor.

Section 2: Unit of competency information

2.1 Unit of competency

BSBINM201 Process and maintain workplace information

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to collect, process and store, and maintain workplace information and systems. It also includes the maintenance of filing and records systems.

It applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of information and information systems in a defined context, under direct supervision or with limited individual responsibility.

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

Prerequisite units

None

Unit sector

Knowledge Management – Information Management

Element	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

2.2 Unit of competency assessment requirements

Assessment requirements for BSBINM201 Process and maintain workplace information

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.
Performance evidence	<p>Evidence of the ability to:</p> <ul style="list-style-type: none">collect and process workplace information according to organisational policies and procedures and related regulatory requirementsrecord and document information accurately within expected timeframesstore, classify and maintain documents and records correctly. <p>Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.</p>
Knowledge evidence	<p>To complete the unit requirements safely and effectively, the individual must:</p> <ul style="list-style-type: none">identify key provisions of relevant legislation, regulations, standards and codes of practice that may affect information managementoutline organisational policies and procedures relating to collecting and processing workplace informationidentify and describe organisational recordkeeping/filing systems and security proceduresdescribe a range of filing systems including paper-based and software-based.
Assessment conditions	<p>Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the knowledge management – information management field of work and include access to:</p> <ul style="list-style-type: none">office equipment and resourcesexamples of workplace information systems. <p>Assessors must satisfy NVR/AQTF assessor requirements.</p>
Links	<p>Companion volumes are available from the IBSA website: http://www.ibsa.org.au/companion_volumes</p>

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBINM201 Process and maintain workplace information*. These plans, including the time allocations, are suggestions only. You may need to add to them, change them or substitute your own activities according to the interest level, experience of the learners and the specific situation. Remember, it is your responsibility as the trainer to use the most appropriate strategies for your learners.

The delivery plans have been developed for use in a face-to-face delivery environment. However, certain features of the delivery plans can be adapted to be used for individual/online learners, particularly for those parts of the learning content that necessitate some form of group interaction or communication.

Topic: Collect workplace information	
Suggested time allocation: 10 hours Suggested resources: <ul style="list-style-type: none"> Recommended reading Slide presentation software 	Slide nos: 2–12
Recommended reading	Terminology checklist
Aspire learner guide <i>BSBINM201 Process and maintain workplace information</i> , Release 1 Topic 1: Collect workplace information	<ul style="list-style-type: none"> Information Paper-based records Electronic records Image-based records Archived records Record requests Privacy Confidentiality Safety Filing systems Mobile devices Hard-drive Authorisation Encryption
Suggested training strategies	
<ul style="list-style-type: none"> Commence facilitation of this unit of competency by introducing learners to the Aspire learner guide for <i>BSBINM201 Process and maintain workplace information</i>. The appendices of the learner guide provide details of the elements, performance criteria and performance and knowledge evidence that are required to demonstrate competence in this unit. You may wish to discuss recognition of prior learning processes with learners at this stage. 	
<ul style="list-style-type: none"> Discuss with learners the importance of identifying the foundation skills that they develop as they progress through this unit. The preliminary pages of the learner guide include useful information regarding the foundation skills relevant for this unit. 	

3.3 Learning mapping

BSBINM201 Process and maintain workplace information, Release 1

Unit of competency	Content	Practice tasks	Learning checkpoint
Element 1: Collect information	Topic 1: Collect workplace information	n/a	n/a
1.1 Collect information in a timely manner and ensure it is relevant to organisational needs	1A Collect information that meets the organisation's needs	1	LC 1: Part A 1, 4 Part B
1.2 Use business equipment/technology available in the work area to effectively obtain information	1B Use equipment and technology to obtain information	2	LC 1: Part A 2 Part B
1.3 Apply organisational requirements relating to security and confidentiality in handling information	1C Maintain security and confidentiality when handling information	3	LC 1: Part A 1, 3 Part B
Element 2: Process workplace information	Topic 2: Process workplace information	n/a	n/a
2.1 Use business equipment/technology to process information in accordance with organisational requirements	2A Use business equipment and technology to process information	4	LC 2: Part B
2.2 Process information in accordance with defined timeframes, guidelines and procedures	2B Process information according to time lines and guidelines	5	LC 2: Part A Part B
2.3 Update, modify and file information in accordance with organisational requirements	2C Update, modify and file information	6	LC 2: Part A Part B

4.3 Assessment mapping

BSBINM201 Process and maintain workplace information, Release 1

Unit of competency	Part A – Questioning	Part B – Project: Scenario	Part C – Project: At work	Part D – Observation	Part E – Third-party report
Element 1: Collect information					
1.1 Collect information in a timely manner and ensure it is relevant to organisational needs		P1	P1		
1.2 Use business equipment/technology available in the work area to effectively obtain information		P4	P4	O3, O4, O5	O3, O4, O5
1.3 Apply organisational requirements relating to security and confidentiality in handling information		P5	P5		
Element 2: Process workplace information					
2.1 Use business equipment/technology to process information in accordance with organisational requirements		P6	P6	O4	O4
2.2 Process information in accordance with defined timeframes, guidelines and procedures				O4	O4
2.3 Update, modify and file information in accordance with organisational requirements	Q14				
2.4 Collate and despatch information in accordance with specified timeframes and organisational requirements	Q15				

4.5 Completing the record of outcome

Once all required assessment tasks and options have been completed satisfactorily by the candidate, the final assessment record of outcome form must be completed.

This must be submitted to your training organisation's records administration as soon as possible after the final assessment tasks are completed and marked. An example is provided here.

Record of outcome

Training organisation name:		
Candidate name:		
Unit code and title:	BSBINM201 Process and maintain workplace information, Release 1	
Assessor name:		
Assessor email:		
Assessor phone number:		
Assessment tasks:		Satisfactorily completed
	Part A – Questioning	<input type="checkbox"/>
	<input type="checkbox"/> Part B – Project: Processing and maintaining information at BizOps Enterprises	<input type="checkbox"/>
	OR	
	<input type="checkbox"/> Part C – Project: Processing and maintaining information at work	
	<input type="checkbox"/> Part D – Observation	<input type="checkbox"/>
	OR	
	<input type="checkbox"/> Part E – Third-party report	