Assessment Requirements for TLIP3019 Provide records retrieval service

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

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.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851