



Australian Government

TLIP3019 Provide records retrieval service

Release: 1

TLIP3019 Provide records retrieval service

Modification History

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

Application

This unit involves the skills and knowledge required to provide a records retrieval service in accordance with regulations and workplace requirements in the transport and logistics industry.

It includes locating/retrieving records required, ensuring security of records and delivering records or record information.

Work is generally performed under some supervision, within a team/group environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Locate/retrieve records required

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Search criteria are refined in consultation with person requesting records, and key words or other indexing terms are identified to retrieve records

1.2 Sources are searched to retrieve records in accordance with agreed criteria

1.3 Records are retrieved or located to match request

- 2 Ensure security of records**
- 2.1 Person requesting records is identified and access category is confirmed in accordance with organisational procedures
 - 2.2 Access and security clearance documents are checked for match with category of identified person requesting records
 - 2.3 Person requesting records is informed when access is denied, in accordance with organisational procedures
- 3 Deliver records or record information**
- 3.1 Records to be provided are retrieved from storage location in accordance with record keeping system operation, organisational, and work health safety/occupational health and safety (WHS/OHS) procedures
 - 3.2 Information about record to be provided is given to person requesting records
 - 3.3 As required by record keeping system, records of transaction are documented in accordance with record keeping system operation and organisational procedures
 - 3.4 New locations of records provided to person requesting records are recorded in accordance with system rules and organisational procedures
 - 3.5 Records or record information are delivered to authorised person within specified timeframes

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP3019A Provide records retrieval service.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>