



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLIP507C Manage workplace information**

**Release: 1**

## **TLIP507C Manage workplace information**

### **Modification History**

Not applicable.

### **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.

### **Application of the Unit**

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 organisations 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**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

## 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

### Elements and Performance Criteria

Element	Performance Criteria
1 <b>Identify and source information needs</b>	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 <b>Collect, analyse and report information</b>	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 <b>Use management information systems</b>	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

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- 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**

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

Adapt to differences in equipment in accordance with standard operating procedures

## 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 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/or equipment, and/or

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 appropriately simulated activities at

the registered training organisation, and/or  
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

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

Applicable regulations and legislation may include:

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**

P - Business Planning