



Self Assessment Checklist

BSBRKG303B - Retrieve Information from Records

Student Name _____

Evidence Guide

Students are required to provide evidence of the following competencies to demonstrate competency in this unit.

Evidence of the following is essential:

- Working with system users to identify information requirements
- Maintaining accuracy in recording information
- Providing appropriate and responses to requests.

Required Knowledge

Key provisions of relevant legislation from all forms of government, regulations, standards and documentation that may affect aspects of business operations, such as:

- AS 5044.1:2002 AGLS Metadata element set
- AS 5090:2003 Work process analysis for recordkeeping
- AS ISO 15489:2004 Records management
- AS ISO 23081.1:2006 Information and documentation – Records management processes – Metadata for records – Principles
- Australian Stock Exchange (ASX) Principles of Good Corporate Governance
- Ethical principles
- Codes of practice
- Privacy and freedom of information
- Archives and records legislation
- Occupational health and safety

General principles and processes of records management and records management systems, such as:

- Systems of control
- Records continuum theory
- Mandate and ownership of business process
- Environmental context
- Records characteristics
- Organisational business functions, structure and culture.

Required Skills

- Communication skills to explain and clarify procedures, and to interview users to identify their records/information needs
- Literacy skills to read and interpret nature of record content, functions and problems
- Problem-solving and analysis skills to identify records
- Research skills to identify, retrieve and organise information for users.

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The student must address each performance criteria under the element. The student must provide evidence of the performance criteria to be assessed. All evidence supplied must be the student's own and submitted in an original condition.

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
1. Locate/Retrieve records required	1.1 Identify and refine search criteria and keywords (or other control information) to retrieve records, in consultation with user making request 1.2 Adopt a systematic approach to details that are difficult to determine 1.3 Search business or records system to retrieve records according to agreed criteria 1.4 Locate or retrieve records to match request
2. Ensure security of records	2.1 Identify person requesting the record and access category confirmed, in accordance with organisational procedures 2.2 Check security and access clearance documents to match with category of identified person 2.3 Where necessary, inform user of access denial, in accordance with organisational procedures
3. Provide required information or records	3.1 Mask specific records, or portions thereof, to prevent access where required 3.2 Prepare requested information for requester in an appropriate format 3.3 Deliver record, or record information, within the specified timeframes 3.4 Document the process