

UNIT CODE	PSPGEN027
UNIT TITLE	Gather and analyse information
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to collect and analyse information to achieve work unit objectives and meet client needs.</p> <p>This unit applies to those working in public sector roles and may be applied to anyone working in a similar organisational context.</p> <p>Those undertaking this unit work independently, performing complex tasks in a range of familiar contexts.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan access to required information	<p>1.1 Identify the nature, extent and purpose of information in the context of business and client requirements.</p> <p>1.2 Identify internal and external sources for required information.</p> <p>1.3 Arrange access to required information according to organisation policies and procedures.</p>

2. Gather information	2.1 Access and collect information from identified sources. 2.2 Organise, record and report collected information according to organisational policies and procedures.
3. Analyse and interpret information	3.1 Evaluate information and its sources to ensure relevance to business and client requirements. 3.2 Analyse information to identify key issues. 3.3 Use relevant techniques including mathematical calculations, for more detailed analysis to inform decisions.
4. Develop and apply workable solutions	4.1 Use the information to develop workable solutions to business and client requirements. 4.2 Communicate or implement proposed solutions. 4.3 Report and present information following organisational policies and procedures.
5. Apply information maintenance and protection protocols	5.1 Maintain information and records to ensure data and system integrity following organisational policies and procedures. 5.2 Reconcile routine data and records. 5.3 Identify and act on improvements in the system relating to information retrieval.

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
READING SKILLS TO:	<ul style="list-style-type: none"> interpret and apply organisation policies, procedures and protocols to information collection, maintenance, storage and retrieval.
ORAL COMMUNICATION SKILLS TO:	<ul style="list-style-type: none"> explain information and data aligned to client requirements and purpose request required information.
WRITING SKILLS TO:	<ul style="list-style-type: none"> present information and issues in required formats using language, structure and style appropriate to audience.
NUMERACY SKILLS TO:	<ul style="list-style-type: none"> apply basic statistical and numerical manipulations in information analysis to report and present information.
PLANNING AND ORGANISING SKILLS TO:	<ul style="list-style-type: none"> logically sequence information and analysis in required formats to address business and client requirements.
UNIT MAPPING INFORMATION	Release 1. This unit supersedes and is not equivalent to PSPGEN027 Gather and analyse information.

LINKS	Companion Volume Implementation Guide
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TITLE	Assessment Requirements for PSPGEN027 Gather and analyse information
PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion for each of the following:</p> <ul style="list-style-type: none"> ■ access and use information ethically and legally ■ use manual and computerised techniques for information management ■ apply computer technology to data storage, security, retrieval and presentation ■ use basic statistical and numerical manipulation ■ use critical analysis techniques ■ communicate with colleagues and supervisors ■ present information to address business and client needs ■ apply problem solving techniques ■ refer issues according to procedures.

KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ legislation including WHS and environment ■ policies, procedures, guidelines and standards relating to information handling in the organisation, including: <ul style="list-style-type: none"> ◦ confidentiality and privacy and freedom of information ◦ security, protection and management of personally identifiable information (PII) and workplace information ◦ data collection and management procedures ■ storage procedures including electronic and manual filing systems, databases and data storage systems ■ sources of work related information ■ economic, legal, security and social issues surrounding the use of information.
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ASSESSMENT CONDITIONS	<p>Skills must be demonstrated at least once in either:</p> <ul style="list-style-type: none">■ a workplace environment or <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none">■ policies, procedures, guidelines and standards relating to information handling in the organisation and■ access to electronic information and records management systems. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide