

BSBCCO402A Gather, Collate and Record Information

This unit describes the performance outcomes, skills and knowledge required to gather, collate and accurately record information from a variety of sources including interviews and database systems.

Designed for: This unit is applied in environments where accurate and detailed records of contacts are a mandatory requirement of the role. This may or may not involve using interview recording technology. Competence in this unit requires preparing, undertaking and recording relevant and required details of information collected in accordance with organisational, legislative and regulatory requirements. It also requires efficient use of any technology engaged in this activity.

Duration: 1 day

Elements of Competency and Performance Criteria

Obtain, record and analyse information from the community

- Identify information sources
- Collect and record information in accordance with legislation, policy and procedures
- Collate, sort and analyse information collected in relation to the purpose for which it is being obtained
- Ensure contents of recording forms/reports are complete, accurate, concise, legible, understandable and in the correct format

Take and compile statements

- Obtain statements from sources appropriate to the matter being investigated
- Take comprehensive statements that contain all details relevant to the matter being investigated, in accordance with legislation, policy and procedures
- Use active and accurate listening when taking statements from people

Conduct interviews

- Plan, manage and conduct interviews to gather maximum amount of information relevant to the matter being examined
- Treat all interviewees fairly and equitably
- Conduct and record interviews in accordance with legislation, policy and procedures

Utilise information / database systems

- Accurately enter information on database
- Adhere to data entry security procedures
- Identify and correctly use appropriate sources of information
- Access/store information in accordance with legislation, policy and procedures

Use interview and evidence recording equipment

- Operate all recording equipment in accordance with legislation, policy and procedures
- Ensure records produced are authorised, stored and assessed in accordance with organisational procedures
- Ensure records produced are clear, audible and presentable
- Maintain equipment and usage logs in good order



Suite 45 / 574 Plummer Street
Port Melbourne Victoria 3207

+613 9676 9211 T
+613 9676 2499 F

admin@learningverve.com.au E
www.learningverve.com.au W

ACN 104 624 919
ABN 62 104 624 919





Exchange information with other members within the organisation

- Identify and use communication links within the organisation to exchange information
- Assess the relevance of information received in terms of its intended purpose
- Dispose of irrelevant information in accordance with legislation, policy and procedures



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