



CATAPULT

BSBCUE301

Use multiple information systems

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBCUE301.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/BSBCUE301/>

Trainer/assessor guide

BSBCUE301

Use multiple information systems

Welcome to this unit of study

This unit describes the skills and knowledge required to use multiple information systems to research information and records, and to maintain up-to-date customer information.

It applies to individuals who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge, and who may provide technical advice and support to a team.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Access a range of information systems	5
Logon.....	5
Navigate screens	7
Databases	8
Information systems	14
Check your understanding	17
Topic 2: Process customer information using multiple information systems	19
Customer needs.....	19
Information systems	22
Using information systems.....	25
Navigation between and within systems	27
Customer contact	29
Verify information.....	30
Check your understanding	31
Topic 3: Identify and rectify information system and processing errors	33
Errors.....	33
Sources of errors	36
Stakeholders.....	37
Action errors.....	39
System faults	41
Recommending procedural change	42
Check your understanding	45
References.....	47
Assessment workbook.....	49
Unit information.....	51
What is competency-based assessment?.....	52
How will my competency be assessed?.....	53
Assessment agreement.....	54
Foundation skills checklist.....	55
Skills recognition.....	56
Topic 1: Access a range of information systems	57
Topic 2: Process customer information using multiple information systems	58
Topic 3: Identify and rectify information system and processing errors	59
Knowledge questions	60
Topic 1: Access a range of information systems	61
Topic 2: Process customer information using multiple information systems	66
Topic 3: Identify and rectify information system and processing errors	74
Topic 4: Specific knowledge evidence	84

Performance tasks	86
Third party evidence collection agreement	87
Topic 1: Access a range of information systems	88
Topic 2: Process customer information using multiple information systems	90
Topic 3: Identify and rectify information system and processing errors	92
Completion record	95
Unit mapping and assessment checklist	96
Trainer/ assessor user instructions	98

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Access a range of information systems
- » Process customer information using multiple information systems
- » Identify and rectify information system and processing errors

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.
