



**Australian Government**

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

# **CHCADMIN305D Work within the administration protocols of the organisation**

**Release: 1**

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### **Modification History**

### **Unit Descriptor**

This unit describes the knowledge and skills required to work within an organisations administration protocols in both community and government settings

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### **Application of the Unit**

This unit may apply to administrative work undertaken across a range of sectors involved in delivery of community services

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### **Licensing/Regulatory Information**

### **Pre-Requisites**

### **Employability Skills Information**

This unit contains Employability Skills

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### **Elements and Performance Criteria Pre-Content**

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

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## Elements and Performance Criteria

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Element	Performance Criteria
1 Complete <b>workplace forms and documents</b>	1.1 Select appropriate form for purpose
	1.2 Complete <b>workplace forms and documents</b> in accordance with <b>organisation</b> protocols and procedures
	1.3 Follow organisation protocols and procedures for the submission of personal documents
2 <b>Store and maintain organisation information</b>	2.1 Keep information in accordance with organisation guidelines
	2.2 Provide access to information to appropriate individuals
	2.3 Maintain confidentiality and security of information
	2.4 Report breaches of confidentiality to appropriate person
3 Use and maintain <b>equipment and machines</b>	3.1 Select equipment appropriate to the task and use according to <b>organisation procedures</b> and manufacturer's instructions
	3.2 Store and dispose equipment and materials in accordance with <b>organisation procedures</b>
	3.3 Deal with issues and problems arising from the operation of equipment in accordance with organisation protocols
	3.4 Undertake training to use particular equipment as needed
4 Manage <b>inquiries</b> in accordance with organisation policy and protocol	4.1 Respond to <b>inquiries</b> promptly according to established procedures
	4.2 Take and distribute verbal and written messages in accordance with organisation protocols
	4.3 Utilise communication equipment in accordance with organisation protocols

## 4.4 Utilise appropriate telephone techniques

## Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

### Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively perform task skills; task management skills; contingency management skills and job/role environment skills as outlined in elements and performance criteria of this unit

These include knowledge of:

Organisation policies and procedures for recording information and keeping records

Organisation policies and procedures for maintaining supplies

Organisation policies and procedures for security and circulation

Recording mechanisms

Organisation policies and procedures for incoming and outgoing mail

Locations and titles of personnel

Australia Post specifications for mail

Confidentiality requirements

OHS requirements applying to use of basic workplace technology and equipment

### Essential skills:

It is critical that the candidate demonstrate the ability to:

Identify and follow relevant policies, guidelines and procedures of the organisation relating to administrative duties

Complete documentation, if required by organisation/service

Demonstrate competency over the full range of equipment that the worker would be expected to use

In addition, the candidate must be able to demonstrate relevant task skills; task management skills; contingency management skills and job/role environment skills

These include the ability to:

Use workplace equipment appropriate to job role

Apply language, literacy and numeracy competence appropriate to the requirements of the organisation and client group:

this may range from oral communication skills if reporting verbally, to writing skills if filling in work forms

organisation's forms may also vary in complexity

language used may be English or a community language

Use information systems and technology

Apply oral communication skills required to fulfil the job role in the organisation/ service:

oral skills may include listening to enquiries to providing simple factual information

relevant to the workplace and client group

language used may be English or community language depending on the client group

Apply literacy competence required to fulfil the procedures of the organisation/service, and according to the support available in the workplace:

writing skills may range from the need to fill out a simple form to completion of a short report

reading skills may range from understanding the names on envelopes/ correspondence to reading pamphlets to determine their relevance to an enquiry

Apply numeracy competence required to fulfil the procedures of the organisation/ service, and according to the support available in the workplace:

numeracy tasks may range from the need to count supplies to recording information on organisation forms

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

### **Critical aspects for assessment and evidence required to demonstrate this unit of competency:**

The individual being assessed must provide evidence of specified essential knowledge as well as skills

Evidence must include observation of performance in the work environment or in a simulated work setting

**Access and equity considerations:**

All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work  
All workers should develop their ability to work in a culturally diverse environment  
In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people  
Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

**Context of and specific resources for assessment:**

This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged  
Resources required for assessment include access to:  
an appropriate workplace where assessment can take place, or simulation of realistic workplace setting for assessment  
equipment and resources normally used in the workplace

**Method of assessment may include:**

Observations  
Questioning  
Evidence gathered from the workplace environment  
Demonstration over a period of time to ensure consistency of performance

## 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. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

**Workplace forms and documents include:** Job sheets, time sheets, rosters  
Client contact registers including telephone calls  
Meeting registers and records  
Purchase orders and invoices  
Promotional materials  
Organisations policies and procedures  
SOP's  
Relevant legislation  
Organisation's standard forms

**Records may be:** Accounting records e.g. account for payments, petty cash payments, purchases  
Client records e.g. client statistics, client details, contact numbers etc.  
Assessment and referral records  
Records of jobs/clients attended  
Sign on/sign off sheets  
Purpose designed report forms

**Store and maintain organisation information includes:** Manual and computer filing  
Data base  
Management of computer directories



<b>Equipment and machines include:</b>	Answering machines Appliances Computers Email Fax machines Machinery Maintenance equipment Microwave ovens Photocopiers Telephones Two-way radios Cleaning equipment Vehicles
<b>Maintenance of equipment is:</b>	According to routine maintenance instructions and responsibilities of the job role
<b>Inquiries may be internal and external via:</b>	Telephone calls Facsimiles Letters Email Internal office memos Personal visits
<b>Reports may be in English or community language as required by the organisation/service:</b>	Verbal or written Memos Letters Records Chart reports Notes
<b>Organisation procedures and policies include those relating to:</b>	Filing and indexing Security Circulation Confidentiality

**Organisation may refer to:**

Public or private companies  
Small businesses  
Government departments  
Sole trader businesses

**Unit Sector(s)**