



Australian Government

Department of Education, Employment and Workplace Relations

CHCADMIN201D Undertake basic administrative duties

Release: 1

CHCADMIN201D Undertake basic administrative duties

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required by workers to undertake the range of basic administrative duties required in community services organisations

Application of the Unit

Application

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

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

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.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1. Follow organisation reporting procedures | 1.1 Report information in accordance with organisation requirements |
| | 1.2 Report details clearly, and accurately |
| | 1.3 Distribute <i>reports</i> according to organisation policy and procedures |
| | 1.4 Keep <i>records</i> secured according to organisation policy and procedures |
| | 1.5 Replenish materials and supplies according to organisation policy and procedures |
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| 2. Use <i>workplace equipment</i> | 2.1 Use equipment relevant to the work role according to instructions and guidelines |
| | 2.2 Seek assistance and guidance from other staff and obtain as appropriate |
| | 2.3 Report malfunctions to the appropriate person |

Required Skills and Knowledge

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 do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Organisation policies and procedures for recording information and keeping records
- Organisation policies and procedures for maintaining supplies
- Appropriate practices to enhance sustainability in the work context, in particular through efficient use of resources

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Follow relevant policies, guidelines and procedures of the organisation relating to administrative duties
- Complete documentation, if required by organisation/service

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- 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 forms may also vary in complexity
 - language used may be English or a community language
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources

REQUIRED SKILLS AND KNOWLEDGE

- Use workplace equipment appropriate to job role

Evidence Guide

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
- Assessment must include the normal range of workplace situations

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

EVIDENCE GUIDE

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 appropriate workplace where assessment can take place, or simulation of realistic workplace setting

Method of assessment:

- Assessment may include observation, questioning and evidence gathered from the workplace environment
- Workplace evidence can include testimonials, portfolios or completed workplace records/documentation

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.

Reporting procedures may include those for:

- Written records supplies

Reports may be:

- Verbal or written
- In English or community language as required by the organisation/service

RANGE STATEMENT

Records may include those relating to:

- Administrative tasks
- Staff e.g. Job sheets, time sheets, rosters
- Users of the service e.g. referral sheets, meal charts
- Nursing reports
- Specialised charts e.g. bowel charts
- Other services

Workplace equipment may include:

- Photocopiers
- Telephones
- Answering machines
- Computers
- Fax machines
- E mail
- Two way radios
- Vacuum cleaners
- Microwave ovens

Unit Sector(s)

Not Applicable