



Australian Government

Department of Education, Employment and Workplace Relations

CUL30111 Certificate III in Information and Cultural Services

Release: 1

CUL30111 Certificate III in Information and Cultural Services

Modification History

Release	Comments
Release 1	This qualification first released with <i>CUL11 Library, Information and Cultural Services Training Package version 1.0</i>

Description

This qualification reflects the role of individuals who use a broad range of skills and knowledge in a wide variety of environments.

Job roles

Possible job roles relevant to this qualification include:

- arts officer
- customer service officer – galleries, libraries, archives, records and museums
- gallery officer
- heritage officer
- library assistant
- library officer
- museum assistant
- museum officer
- records officer
- visitor liaison officer.

Pathways Information

Pathways into the qualification

Candidates entering this qualification may:

- have completed CUL20111 Certificate II in Information and Cultural Services or other relevant qualifications

OR

- have vocational experience in a range of work environments in support roles but with no formal qualifications.

Pathways from the qualification

After achieving this qualification, candidates may choose to undertake:

- CUL40111 Certificate IV in Library, Information and Cultural Services
- BSB41707 Certificate IV in Recordkeeping
- CUV40411 Certificate IV in Arts Administration
- CUL50111 Diploma of Library and Information Services
- studies at a higher education level.

Licensing/Regulatory Information

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification:
Communication	<ul style="list-style-type: none"> communicating with peers and supervisors contributing effectively to formal and informal work health and safety meetings conveying meaning clearly, concisely and coherently communicating in a culturally appropriate way with people from diverse backgrounds and people with diverse abilities preparing simple documents, such as summary reports and memos for a range of target groups reading organisational policies and procedures writing simple instructions for routine tasks and interpreting information gained from correspondence presenting relevant information in response to customer requirements using a variety of words and language structures to explain sometimes complex ideas to different audiences
Teamwork	<ul style="list-style-type: none"> consulting with relevant personnel sharing information with colleagues
Problem-solving	<ul style="list-style-type: none"> addressing problems when using software applications analysing options in an emergency situation identifying appropriate information sources dealing with customer enquiries or complaints negotiating variations and changes with clients within limits of own authority and referring to senior staff as required by policy and procedures
Initiative and enterprise	<ul style="list-style-type: none"> reviewing and assessing search results and revising strategies within scope of own job role sourcing information on industry development trends and emerging technologies applying creativity and basic design skills to desktop published documents and websites using social media tools to interact with clients
Planning and organising	<ul style="list-style-type: none"> applying legislation, regulations and policies relating to client service arranging, storing and retrieving information sorting and processing information maintaining information sources

Employability skill	Industry/enterprise requirements for this qualification:
	<ul style="list-style-type: none">• monitoring currency of websites and updating content in a timely fashion
Self-management	<ul style="list-style-type: none">• applying procedures relating to work health and safety and the environment in the context of client service• meeting deadlines and prioritising tasks• writing a personal résumé and job application letter
Learning	<ul style="list-style-type: none">• developing required knowledge about services delivered to clients• requesting and responding to feedback from relevant personnel on own job performance• keeping up-to-date with industry developments and trends• seeking assistance and expert advice on the job
Technology	<ul style="list-style-type: none">• accessing and downloading information from the internet• interpreting user online manuals and help functions• using standard software applications on a personal computer to enter text and numerical data• operating a printer• selecting and using technology appropriate to tasks• using social media application packages• setting up multimedia equipment for presentations

Packaging Rules

Total number of units = 12

6 core units *plus*

6 elective units of which:

- 4 units must be from Group A elective units below
- 2 units may be from Group A and/or Group B elective units below; and/or from a Certificate II, III or IV level qualification in any endorsed Training Package or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Core units

BSBCUS301A Deliver and monitor a service to customers

BSBOHS301B Apply knowledge of OHS legislation in the workplace

BSBWOR203A Work effectively with others

CULIND201A Develop and apply knowledge of information and cultural services

CULINL301A Develop and use information literacy skills

ICAICT203A Operate application software packages

Group A elective units

Administration

BSBCON401A Work effectively in a business continuity context

BSBINM301A Organise workplace information

BSBITU309A Produce desktop published documents

BSBMKG414B Undertake marketing activities

BSBSUS301A Implement and monitor environmentally sustainable work practices

CUAIND301A Work effectively in the creative arts industry

CUVATS301A Develop and apply knowledge of Aboriginal or Torres Strait Islander cultural arts

SIRXSLS001A Sell products and services

SITXCOM002A Work in a socially diverse environment

Collection management

CULCNM301A Catalogue objects into collections

CULCNM302A Develop and apply knowledge of archives

CULCNM303A Move and store collection material

Information management

BSBRKG301B Control records

BSBRKG302B Undertake disposal

BSBRKG303B Retrieve information from records

BSBRKG304B Maintain business records

BSBRKG305A Review recordkeeping functions

BSBRKG401B Review the status of a record

BSBRKG402B Provide information from and about records

BSBRKG404A Monitor and maintain records in an online environment

CULINM301A Use established cataloguing tools

CULINS301A Process and maintain information resources

Information technology

BSBEBU401A Review and maintain a website

CUFDIG303A Produce and prepare photo images

CULDMT301A Provide multimedia support

ICAWEB201A Use social media tools for collaboration and engagement

ICPMM321C Capture a digital image

ICPMM322C Edit a digital image

ICPPP322C Digitise images for reproduction

ICPPP397A Transfer digital files

Exhibitions and visitor programs

SITTGDE009A Interpret aspects of local Australian Indigenous culture

SITTVAF002A Provide a briefing or scripted commentary

Group B elective units

Exhibitions and visitor programs

CULEVP201A Assist with the presentation of public activities and events

Information management

CULINS201A Assist with circulation services

CULINS202A Process information resource orders

Information technology

ICAICT204A Operate a digital media technology package

Selecting elective units for different outcomes

The context for this qualification varies and this must guide the selection of elective units.

Examples of appropriate elective units for particular outcomes follow.

Arts officer

The following elective units could be included:

- BSBEBU401A Review and maintain a website
- BSBMKG414B Undertake marketing activities
- BSBITU309A Produce desktop published documents
- CULDMT301A Provide multimedia support
- CULEVP201A Assist with the presentation of public activities and events
- SITTVAF002A Provide a briefing or scripted commentary

Customer service officer (library)

The following elective units could be included:

- BSBEBU401A Review and maintain a website
- CULDMT301A Provide multimedia support
- CULINM301A Use established cataloguing tools
- CULINS201A Assist with circulation services
- CULINS202A Process information resource orders
- CULINS301A Process and maintain information resources