



Australian Government

Department of Education, Employment and Workplace Relations

HLTAHW522B Implement office systems

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit describes the competencies required to implement and monitor systems that underpin the effective operation of the organisation's administrative processes

Application of the Unit

Application

This unit is intended to address skills and knowledge required by those working with Aboriginal or Torres Strait Islander communities, to support the delivery of a range of health care 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. Ensure that *office support systems* for the organisation are developed

- 1.1 Identify and document requirements for office system processes in accordance with organisational guidelines
- 1.2 Identify personnel and equipment requirements and develop systems to meet organisational needs
- 1.3 Establish and implement administrative processes in accordance with organisational guidelines

2. Monitor office system operations

- 2.1 Develop a training and / or support system to enable workers to implement system
- 2.2 Evaluate implementation of office systems in consultation with workers
- 2.3 Identify barriers to effective office system implementation
- 2.4 Develop strategies to promote effective office system implementation
- 2.5 Modify existing systems as required to meet ongoing office needs

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

This includes knowledge of:

- Oversee the establishment and maintenance of office systems and procedures appropriate to the organisation requirements
- Communicate effectively with staff to evaluate and revise systems and procedures as required

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Oversee the establishment and maintenance of office systems and procedures appropriate to the organisation requirements
- Communicate effectively with staff to evaluate and revise systems and procedures as required

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

This includes the ability to apply:

- Language and literacy competence as required by the job description
- Required numeracy competence

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 of assessment:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

Conditions of assessment:

This unit includes skills and knowledge specific to Aboriginal and/or Torres Strait Islander culture

Assessment must therefore be undertaken by a workplace assessor who has expertise in the unit of competency or who has the current qualification being assessed and who is:

- Aboriginal or Torres Strait Islander him/herself

or:

- accompanied and advised by an Aboriginal or Torres Strait Islander person who is a recognised member of the community with experience in primary health care

Context of assessment:

Competence should be demonstrated working individually, under supervision or as part of a primary health care team working with Aboriginal and/or Torres Strait Islander clients.

Assessment should replicate workplace conditions as far as possible.

EVIDENCE GUIDE

Related units:

This unit may be assessed independently or in conjunction with other units with associated workplace application.

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.

Cultural respect

This competency standard supports the recognition, protection and continued advancement of the inherent rights, cultures and traditions of Aboriginal and Torres Strait Islander peoples

It recognises that the improvement of the health status of Aboriginal and Torres Strait Islander people must include attention to physical, spiritual, cultural, emotional and social well being, community capacity and governance

Its application must be culturally sensitive and supportive of traditional healing and health, knowledge and practices

Community control

Community participation and control in decision-making is essential to all aspects of health work, and the role of the health worker is to support the community in this process

RANGE STATEMENT

Supervision

Supervision must be conducted in accordance with prevailing state/territory and organisation legislative and regulatory requirements

References to supervision may include either direct or indirect supervision of work by more experienced workers, supervisors, managers or other health professionals

A person at this level should **only** be required to make decisions about clients within the organisation's standard treatment protocols and associated guidelines

Legislative requirements

Federal, state or territory legislation may impact on workers' practices and responsibilities. Implementation of the competency standards should reflect the legislative framework in which a health worker operates. It is recognised that this may sometimes reduce the application of the Range of Variables in practice. However, assessment in the workplace or through simulation should address all essential skills and knowledge across the Range of Variables

Aboriginal and/or Torres Strait Islander Health Workers may be required to operate in situations that do not constitute 'usual practice' due to lack of resources, remote locations and community needs. As a result, they may need to possess more competencies than described by 'usual practice circumstances'

Under all circumstances, the employer must enable the worker to function within the prevailing legislative framework

Office systems may include, but are not limited to:

- Communication systems, such as:
 - telephone system
 - computer networking
 - email and intranet systems
- Record storage systems, such as computer systems, filing systems, indexes etc
- Accounts systems
- Petty cash systems

Unit Sector(s)

Not Applicable