



Australian Government

BSBLIB303 Provide multimedia support

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to use a range of multimedia equipment and programs at a non-specialist level.

It applies to individuals who work under supervision and have some responsibility to complete work within established guidelines.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Library – Multimedia Technology

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Use multimedia equipment and programs	1.1 Select appropriate multimedia equipment and programs for a given purpose 1.2 Identify work health and safety (WHS) issues associated with multimedia and take appropriate action to prevent injury or accident 1.3 Set up and operate multimedia equipment and programs according to organisational procedures 1.4 Use general features and functions of multimedia equipment 1.5 Assist customers and colleagues to use multimedia equipment and programs safely and according to organisational procedures
2 Maintain multimedia	2.1 Identify and correct minor operational faults according to

ELEMENT	PERFORMANCE CRITERIA
equipment and programs	<p>organisational procedures</p> <p>2.2 Implement routine preventive maintenance, including making arrangement for repairs</p> <p>2.3 Identify situations where specialist assistance is required and take appropriate action</p>
3 Report on use of multimedia equipment and programs	<p>3.1 Gather information from colleagues and customers on problems with use of current multimedia equipment and programs</p> <p>3.2 Source and assess information on available multimedia equipment and programs, products and services based on feedback and intended use</p> <p>3.3 Make recommendations for purchase of new or replacement items where appropriate</p>

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2-1.5, 3.2	<ul style="list-style-type: none"> Sources and interprets textual information to identify most efficient and productive approach to the job
Writing	3.1, 3.3	<ul style="list-style-type: none"> Uses clear and specialist language to accurately document requirements and outcomes
Oral Communication	1.5, 3.1-3.3	<ul style="list-style-type: none"> Interacts effectively in verbal exchanges, using active listening and questioning, to convey and clarify information
Numeracy	3.3	<ul style="list-style-type: none"> Recognises and interprets numerical information relating to costs and specifications
Navigate the world of work	1.2, 1.3, 1.5, 2.1, 2.3	<ul style="list-style-type: none"> Follows organisational protocols, policies and procedures relevant to own role Seeks clarification or assistance when required
Interact with others	1.5, 2.3, 3.1-3.3	<ul style="list-style-type: none"> Cooperates with others and contributes to work practices where joint outcomes are expected and deadlines are to be met
Get the work done	1.1, 1.4, 1.5, 2.1-2.3, 3.1-3.3	<ul style="list-style-type: none"> Plans and implements routine tasks and workload making limited decisions on sequencing, timing and collaboration

		<ul style="list-style-type: none">Analyses task requirements to decide on appropriate equipment and practicesInitiates standard diagnostic procedures when responding to familiar and unfamiliar problems within immediate context and seeks input from others when problems remain unresolvedUses main features and functions of digital tools to complete work tasks and access information
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLIB303 Provide multimedia support	CULDMT301A Provide multimedia support	Updated to meet Standards for Training Packages Unit moved from Library, Information and Cultural Services Training Package to Business Services Training Package.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>