



**Australian Government**

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

# **CHCADMIN302D Provide administrative support**

**Release: 1**

## **CHCADMIN302D Provide administrative support**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit describes the knowledge and skills required by workers to provide administrative support to a small or medium sized organisation/service area

### **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. Use and maintain *equipment* and machines

- 1.1 Select *equipment* appropriate to the task and use according to organisation procedures and manufacturer's instructions
- 1.2 Deal with issues/problems arising from operation of equipment in accordance with organisation procedures
- 1.3 Undertake training to use particular systems and equipment as needed
- 1.4 Take appropriate action to ensure the physical security of property and assets
- 1.5 Store and dispose of equipment and materials according to organisation procedures
- 1.6 Maintain equipment according to manufacturer's specifications
- 1.7 Maintain accuracy of all *relevant documentation and records*
- 1.8 Keep documentation and records according to organisation procedures
- 1.9 Monitor supplies and stores
- 1.10 Order additional supplies and stores according to organisation procedures

**ELEMENT****2. Meet administrative requirements****PERFORMANCE CRITERIA**

- 2.1 Maintain accurate *administrative records* as required by the organisation
- 2.2 Prepare *reports* as required, and to the standard required by the organisation
- 2.3 Make documentation and reports available to relevant personnel as required
- 2.4 Use finance resources according to organisation guidelines
- 2.5 Store records in a secure place
- 2.6 Maintain security, privacy and confidentiality policies of the organisation

## 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:

- Appropriate practices to enhance sustainability in the work context, in particular through efficient use of resources
- Manufacturers guidelines for particular equipment
- Organisation equipment, ordering and recording systems
- Organisation financial policies and procedures
- Organisation occupational health and safety policies
- Organisation reporting procedures

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Complete documentation as required by organisation/service
- Demonstrate competency across the full range of equipment that the worker would be expected to use
- Follow relevant policies, guidelines and procedures of the organisation relating to administrative duties

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 competence required to fulfil the procedures of the organisation/ service, and according to the support available in the workplace:
  - oral communication skills range from listening to instructions or short presentations on workplace equipment, asking questions to clarify points or issues, to providing

## REQUIRED SKILLS AND KNOWLEDGE

information to others

- language used may be English or a community language
- 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 client report
  - reading skills may range from understanding safety signs to reading instructions on how to use equipment
- Apply numeracy competence required to fulfil the procedures of the organisation/service, and according to support available:
  - numeracy tasks may range from the need to count supplies to recording information on an organisation's form

*Note:* support may be provided from within the organisation e.g. supervisor or outside the organisation e.g. consultant
- Communicate with team members and management
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources

## 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
- This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions  
This may include the use of languages other than English and alternative communication systems
- Assessment must include the normal range of workplace situations

## EVIDENCE GUIDE

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

## RANGE STATEMENT

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.

*Equipment may include:*

- Appliances
- Machinery
- Maintenance equipment
- Office equipment
- Vehicles

*Relevant documentation and records may include:*

- Purpose designed report forms
- Sign on/sign off sheets

*Administrative records may include:*

- Accounting records e.g. Account for payments, petty cash payments, purchases
- Assessment and referral records
- Client records e.g. client statistics, client details, contact numbers etc.
- Records of jobs/clients attended

*Reports may be:*

- Chart reports
- Letters
- Memos
- Notes
- Records

## Unit Sector(s)

Not Applicable