CHCADMIN305F Work within the administration protocols of the organisation

Release: 1

CHCADMIN305F Work within the administration protocols of the organisation

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHCADMIN305E Work within the administration protocols of the organisation	CHCADMIN305F Work within the administration protocols of the organisation	ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required to work within an organisation's administration protocols in both community and government settings

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. Complete *workplace forms and documents*	1.1 Select appropriate form for purpose
	1.2 Complete *workplace forms and documents* in accordance with *organisation* protocols and procedures
	1.3 Follow organisation protocols and procedures for the submission of personal documents
2. *Store and maintain organisation information*	2.1 Keep information in accordance with organisation guidelines
	2.2 Provide access to information to appropriate individuals
	2.3 Maintain confidentiality and security of information
	2.4 Report breaches of confidentiality to appropriate person

Community Services and Health Industry Skills Council

ELEMENT	PERFORMANCE CRITERIA
3. Use and maintain *equipment and machines*	3.1 Select equipment appropriate to the task and use according to *organisation procedures* and manufacturer's instructions
	3.2 Store and dispose equipment and materials in accordance with *organisation procedures*
	3.3 Deal with issues and problems arising from the operation of equipment in accordance with organisation protocols
	3.4 Undertake training to use particular equipment as needed
4. Manage *inquiries* in accordance with organisation policy and protocol	4.1 Respond to *inquiries* promptly according to established procedures
	4.2 Take and distribute verbal and written messages in accordance with organisation protocols
	4.3 Utilise communication equipment in accordance with organisation protocols
	4.4 Utilise appropriate telephone techniques

Community Services and Health Industry Skills Council

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:

- Australia Post specifications for mail
- Confidentiality requirements
- Locations and titles of personnel
- WHS requirements applying to use of basic workplace technology and equipment
- Organisation policies and procedures for incoming and outgoing mail
- Organisation policies and procedures for maintaining supplies and using practices to enhance sustainability, in particular through efficient use of resources
- Organisation policies and procedures for recording information and keeping records
- Organisation policies and procedures for security and circulation
- Recording mechanisms

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Complete documentation, if required by organisation/service
- Demonstrate competency over the full range of equipment that the worker would be expected to use
- Identify and 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, 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

REQUIRED SKILLS AND KNOWLEDGE

> if filling in work forms
> - organisation's forms may also vary in complexity
> - language used may be English or a community language

- Apply oral communication skills required to fulfil the job role in the organisation/ service:
  - oral skills may include listening to enquiries to providing simple factual information relevant to the workplace and client group
  - language used may be English or community language depending on the client group
- 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 report
  - reading skills may range from understanding the names on envelopes/ correspondence to reading pamphlets to determine their relevance to an enquiry
- Apply numeracy competence required to fulfil the procedures of the organisation/ service, and according to the support available in the workplace:
  - numeracy tasks may range from the need to count supplies to recording information on organisation forms
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources
- Use workplace equipment appropriate to job role
- Use information systems and technology

Community Services and Health Industry Skills Council

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 • Evidence must include observation of performance in the work environment or in a simulated work setting
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:
	  • an appropriate workplace where assessment can take place, or simulation of realistic workplace setting for assessment
	  • equipment and resources normally used in the workplace

EVIDENCE GUIDE

Method of assessment may include:	• Observations • Questioning • Evidence gathered from the workplace environment • Demonstration over a period of time to ensure consistency of performance

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.

Workplace forms and documents include:	• Client contact registers including telephone calls • Job sheets, time sheets, rosters • Meeting registers and records • Organisation's standard forms • Organisations policies and procedures • Promotional materials • Purchase orders and invoices • Relevant legislation • SOP's
Records may be:	• 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. • Purpose designed report forms • Records of jobs/clients attended • Sign on/sign off sheets

     Community Services and Health Industry Skills Council

RANGE STATEMENT

Store and maintain organisation information includes:	• Data base • Management of computer directories • Manual and computer filing
Equipment and machines include:	• Answering machines • Appliances • Cleaning equipment • Computers • Email • Fax machines • Machinery • Maintenance equipment • Microwave ovens • Photocopiers • Telephones • Two-way radios • Vehicles
Maintenance of equipment is:	• According to routine maintenance instructions and responsibilities of the job role
Inquiries may be internal and external via:	• Email • Facsimiles • Internal office memos • Letters • Personal visits • Telephone calls
Reports may be in English or community language as required by the organisation/service:	• Chart reports • Letters • Memos • Notes • Records • Verbal or written

RANGE STATEMENT

Organisation procedures and policies include those relating to:	• Circulation • Confidentiality • Filing and indexing • Security
Organisation may refer to:	• Government departments • Public or private companies • Small businesses • Sole trader businesses

Unit Sector(s)

Not Applicable

Community Services and Health Industry Skills Council