



Australian Government

Department of Education, Employment and Workplace Relations

CHCINF302C Maintain the organisation's information systems

Release: 1

CHCINF302C Maintain the organisation's information systems

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to collect, store and provide accurate and current information to clients

Application of the Unit

Application

This unit may apply to work in a range of community service contexts

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. Maintain accurate records

1.1 Identify *information* needs of *clients* and key stakeholders and negotiate options for meeting them with client and other relevant people

1.2 Update and maintain *records* and information in accordance with organisation procedures and report breaches to supervisor or management

1.3 Identify and access appropriate and relevant sources of information so the organisation can provide information relevant to its service delivery

1.4 Maintain specific information, including client assessment and referral records in accordance with organisation procedures and confidentiality considerations

1.5 Prepare and present reports to the required standard

2. Handle organisation *correspondence*

2.1 Deal with incoming correspondence according to established organisation guidelines

2.2 Prepare and despatch outgoing correspondence in accordance with organisation procedures

ELEMENT**PERFORMANCE CRITERIA**

3. Provide information as required

3.1 Collect, index and maintain information in accordance with organisation procedures and requirements and to assure its currency and relevance

3.2 Prepare and present required information in a manner appropriate to audience and purpose and consistent with organisation procedures

3.3 Collect and maintain client statistics, inquiries and other data as required

3.4 Utilise appropriate processes to handle and process data to address workplace 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

These include knowledge of:

- Use of relevant information technology
- Relevant guidelines and policies of organisation
- Government legislation and program guidelines
- Operation procedures and occupational health and safety (OHS) requirements for use of office technology
- Confidentiality requirements

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Maintain accurate and up to date records
- Provide information when it is required

REQUIRED SKILLS AND KNOWLEDGE

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 communication skills as required to provide instruction and support
- Apply basic operational numeracy skills related to straight forward data
- Utilise relevant information technology effectively in line with OHS guidelines

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 communications systems

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 of this unit include access to:
 - an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment
- Method of assessment:*
- Assessment may include observations, questioning and evidence gathered from the workplace e.g. viewing of information and storage system, collected data etc.

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.

Clients may include:

- Individual members of the public
- Family members and significant others
- Referred or self referred

Records and reports may be verbal or written, according to the requirements of the job and may include:

- Client information
- Internal forms including:
 - time sheets
 - work sheets
 - correspondence incoming/outgoing
 - petty cash forms
 - reports for organisation and/or funding bodies
 - equipment usage report
 - financial statements
 - funding submissions
 - organisation policies and procedures manual

Correspondence may include:

- Mail
- Facsimiles
- Email
- Memos
- Messages
- Internal reports
- Organisation newsletters

RANGE STATEMENT

Information includes all that may be required for the effective operation of the organisation, including:

- Details of relevant service provider, government agencies and funding sources
- Details on the range of services provided by the organisation
- Relevant government and organisation policies, legislation, statutory requirements
- Client details
- Network information
- Professional development material
- Data collected about clients or organisation operations

Processes for interpreting and analysing data include:

- Relevant numerical calculations

Unit Sector(s)

Not Applicable