



**Australian Government**

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

# **CHCINF303B Contribute to information requirements in the community sector**

**Release: 1**

## **CHCINF303B Contribute to information requirements in the community sector**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit describes the knowledge and skills required by the worker to undertake administrative duties, including providing client information and completing other information requirements across a range of community sectors

### **Application of the Unit**

#### **Application**

This unit may apply to work in a range of residential and 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 Demonstrate understanding of the purpose of health/service records
- 1.2 Identify *client information* and record-keeping requirements relative to roles and responsibilities
- 1.3 Provide client information and *workplace forms* that are clear, concise, factual and reflect legal and organisation requirements
- 1.4 Present client information and workplace forms using *appropriate technology*, protocols and in a timely manner
- 1.5 Supply client information according to organisation protocols and duty of care requirements
- 1.6 Where appropriate, collect data according to directions
- 1.7 Follow organisation protocols to protect confidentiality of the client information and health/service records
- 1.8 Use health terminology and common abbreviations appropriately and within appropriate scope of roles and responsibilities

**ELEMENT****PERFORMANCE CRITERIA**

2. Comply with the administration protocols of the organisation

- 2.1 Complete workplace forms and documents in accordance with organisation timeframes, protocols and procedures
- 2.2 Store and maintain organisation information in accordance with organisation protocols and procedures
- 2.3 Select and use equipment appropriate to the task according to organisation procedures and manufacturer's instructions
- 2.4 Report any equipment faults to the appropriate person

## 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:

- Basic health terminology
- Common abbreviations used in the sector
- Confidentiality and security of records
- Documentation requirements for funding and accreditation
- Importance of environmental responsibility and sustainable practice issues
- How to assist with the collection of data
- Legal aspect of documentation
- Purpose of client records

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Comply with the administration protocols of the organisation
- Contribute information to the development and implementation of the service delivery plan in accordance with role and responsibilities
- Maintain accurate records
- Use literacy skills at the level required to meet information requirements

## Evidence Guide

### EVIDENCE GUIDE

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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 of this unit include access to:
  - an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment

## EVIDENCE GUIDE

### *Method of assessment:*

- 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 may include:*

- Client contact registers including telephone calls
- Incident reports
- Job sheets, time sheets, rosters
- Meeting registers and records
- Promotional materials
- Purchase orders and invoices
- Report on client status

### *Client information may include:*

- Difficulties and concerns about support procedures, programs and activities
- Feedback from family, carer, neighbours and/or friends of the client
- Feedback on client participation in support procedures, programs and activities
- May be written or verbal
- Observations of variation in status

**RANGE STATEMENT**

*Appropriate technology may include:*

- Email
- Facsimiles
- Internal office memos
- Letters
- Personal visits
- Telephone calls

*Client information may be in English or community languages as required by the organisation/service:*

- Chart reports
- Letters
- Memos
- Notes
- Records
- Verbal or written

**Unit Sector(s)**

Not Applicable