Australian Government

Department of Education, Employment and Workplace Relations

CHCINF604C Manage the organisation's information systems

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CHCINF604C Manage the organisation's information systems

Modification History

Not Applicable

Unit Descriptor

Descriptor   This unit describes the knowledge and skills
                                        required to coordinate information systems,
                                        including as a supervisor of a work area/program

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. Identify and address *information requirements*	1.1 Identify information requirements in terms of their relevance to organisation and worker goals and objectives and expected outcomes for clients
	1.2 Collect and analyse relevant information and use to inform decision-making
	1.3 Identify, utilise and periodically evaluate sources of relevant information
	1.4 Identify, evaluate and implement options for information collection and dissemination so maximum use is made of the organisation's resources and of the community

ELEMENT	PERFORMANCE CRITERIA
2. Supervise day to day processes for collection, use, storage and dissemination of information	2.1 Elicit, monitor and verify issues arising from day to day operation of information systems
	2.2 Provide staff with information about relevant policies and procedures including confidentiality, ethics and security protocols, and advise management of any breaches
	2.3 Provide advice on complex information requests as required
	2.4 Develop, implement and evaluate processes and appropriate administrative procedures for dealing with information requests and exchange
	2.5 Contribute to design of administrative procedures and policies

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ELEMENT	PERFORMANCE CRITERIA
3. Establish and manage systems to record, store, process and distribute information	3.1 Develop and implement strategies to ensure all aspects of information collection and storage, dissemination and disposal comply with relevant organisation and statutory requirements
	3.2 Periodically re-evaluate methods used to record and store information for effectiveness, efficiency, security and integrity, and introduce new methods as necessary
	3.3 Analyse any substantial breakdowns in recording, storing and accessing information for cause and effect, and take corrective action to minimise impact
	3.4 Establish and implement systems to ensure appropriate availability of information for clients and the organisation
	3.5 Monitor currency, validity and usefulness of information and take appropriate actions for disposal or storage
	3.6 Investigate available technology and analyse for application to day to day and specific operations
	3.7 Inform staff appropriately about correct use of equipment in accordance with manufacturer's specifications and occupational health and safety (OHS) guidelines
	3.8 Investigate staff access to training and operation of current and emerging technology and integrate into planning for day to day operations
	3.9 Monitor application of correct operating and safety procedures on a regular basis and improve work practices as required to ensure compliance with OHS and other guidelines

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ELEMENT	PERFORMANCE CRITERIA
4. Support and supervise the development of information and educational resources	4.1 Develop guidelines for production of educational and informational resources in consultation with clients and stakeholders
	4.2 Recruit appropriate expertise to develop designated information and educational resources to optimise their impact
	4.3 Provide opportunities for users of organisation information to advise on development of information and educational resources
	4.4 Incorporate relevant cultural considerations in the development of information/education resources

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:

- Application of information technology
- Work analysis models/systems
- Relevant policy and procedures and work systems
- Systems analysis models/theories
- Relevant legislation
- Relevant current and emerging information technology
- Consultation processes and techniques
- Communication dissemination models
- OHS policies and procedures

Essential skills:

REQUIRED SKILLS AND KNOWLEDGE

It is critical that the candidate demonstrate the ability to:

- Assess information requirements
- Design work systems that integrate technology
- Design/assess training to support introduction of new technology in work practices
- Demonstrate knowledge of applicable organisation and legislative requirements

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:

- Demonstrate application of skills in:
    - assessment, review and evaluation
    - analysis
    - planning
    - consultation/facilitation
    - report writing
    - application of current/emerging technology
    - communication/dissemination strategies
    - supervision

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

EVIDENCE GUIDE

	English and alternative communications systems
	• Assessment must include all aspects of managing the organisation's information systems

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

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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.

The contexts for managing information systems include:	• Management of a work unit/major program area
Managing information systems will be carried out within requirements established by:	• Commonwealth and state legislation • Organisation policy and procedures • Relevant program standards • Informal and formal arrangements with government, non-government and other service providers to obtain information relating to clients and services • Computer based recording systems • Electronic banking
Financial and technological resources required for system may include:	• Manual filing systems • Computerised filing software and hardware
Information requirements may be identified by:	• Monitoring work output and relationship with obtaining outcomes • Assessing availability of statistics to assist in monitoring workload • Setting up dialogue with workers/supervisors about how to improve work practices through the use of information technology

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RANGE STATEMENT

Establishing systems to obtain information includes:	• Assessing available technology and its application to work practices • Identifying and preparing submissions for resources needed for new systems • Identifying training needs associated with implementation of new systems and either developing training to support this or investigation of possible training service providers

Unit Sector(s)

Not Applicable

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