Australian Government

Department of Education, Employment and Workplace Relations

CHCINF606D Manage information strategically

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CHCINF606D Manage information strategically

Modification History

Not Applicable

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required to provide education/information about services or programs for the public

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. Develop and implement strategies for collection, verification and use of information to achieve organisation objectives	1.1 Use needs of the organisation and its clients as basis for developing information strategies that reflect current relevant legislation 1.2 Develop guidelines and strategies based on analysis of current and emerging technology to improving work practices 1.3 Identify and analyse factors impacting on strategic development of information technology across the organisation and address in planning 1.4 Develop and implement processes for consultation on the application of information technology to achieve goals and outcomes
2. Facilitate strategies for inter-agency information sharing and use	2.1 Undertake high level liaison with a range of stakeholders within and outside the organisation and integrate into planning processes 2.2 Prepare and disseminate advice to appropriate personnel on legislation and organisation procedures relating to information collection, verification and use

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ELEMENT	PERFORMANCE CRITERIA
3. Monitor and upgrade organisation's *strategic management of information*	3.1 Identify and implement processes for periodic review of information management to ensure ongoing efficiency and effectiveness
	3.2 Monitor effectiveness of existing procedures and systems to determine capacity to meet client needs and organisation aims, objectives and standards
	3.3 Implement required changes where appropriate and as resources permit

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:

- Financial management
- Marketing models/processes
- Operations of government and non-government agencies
- Range of stakeholders
- Relevant legislation
- Strategic planning models, theories and practices

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate application of knowledge related to agency and legislative requirements
- Develop protocols for information sharing, storage, disposal across agencies
- Develop strategies for information management across range of functions
- Undertake analysis of organisation information needs

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:
  - preparation of high level advice
  - strategic planning
  - systems analysis
- Develop and promote information strategies to address environmental responsibility and

REQUIRED SKILLS AND KNOWLEDGE

sustainable practice issues

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
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

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EVIDENCE GUIDE

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

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.

Strategic management of information will be carried out within requirements established by:	• Agency policy and procedures • Commonwealth and state legislation • Copyright legislation • Established community communication processes • Relevant program standards
High level liaison includes:	• Negotiating information sharing arrangements with a range of government, non-government and other service providers required for client, service delivery, or program management

Unit Sector(s)

Not Applicable