



**Australian Government**

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

# **CUL20104 Certificate II in Library-Information Services**

**Release: 1**

## **CUL20104 Certificate II in Library\_Information Services**

### **Modification History**

Not applicable.

### **Description**

Not applicable.

### **Pathways Information**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

### **Entry Requirements**

Not applicable.

## Employability Skills Summary

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#### CUL20104 Certificate II in Library/Information Services

The following table contains a summary of the Employability Skills required for an individual who performs a range of mainly routine tasks and who works under direct supervision/pathway qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• passing on key safety information to colleagues</li> <li>• providing information to customers</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• checking safety procedures with other team members</li> <li>• sharing information with colleagues</li> <li>• working with others in a loans section of a library</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>• dealing with complaints</li> <li>• identifying and reporting problems with stock</li> <li>• identifying safety issues and reporting them to appropriate person</li> </ul>
Initiative and Enterprise	<ul style="list-style-type: none"> <li>• adapting to new systems and technology</li> </ul>
Planning and Organising	<ul style="list-style-type: none"> <li>• monitoring resources and setting priorities for stock orders</li> <li>• organising work tasks to ensure safety</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• following standard workplace procedures, particularly in relation to OHS</li> <li>• maintaining personal safety standards</li> <li>• taking responsibility within job role</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• keeping up-to-date with industry developments</li> <li>• participating in professional development activities</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using databases and electronic information systems</li> </ul>

## Packaging Rules

Core Units
<p><b>Complete 7 core units:</b></p> <p>CULLB001B Develop and apply knowledge of the library/information services industry</p> <p>CULLB203C Develop and use information literacy skills</p>

**Core Units**

CULLB205C Process and maintain information resources

CULLB206C Assist with circulation services

BSBCMN205A Use business technology

CUECOR03B Provide quality service to customers

CUFSAF01B Follow health, safety and security procedures

**Elective Units****Complete 1 other unit from any relevant endorsed Training Package**

Appendix A provides guidance on suitable packaging levels for all Units of Competency. The total package of units must meet the requirements of the Australian Qualifications Framework Descriptor for a Certificate II. In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the level of the qualification.

**Notes on Certificate II in Library/Information Services**

This qualification is designed to reflect the role of individuals who perform a range of mainly routine tasks and who work under direct supervision. It is a flexible entry-level qualification, which can be customised to meet a broad range of industry needs. In many contexts this qualification provides a pathway to higher level qualifications. It is also suitable for VET in Schools delivery.

An example of appropriate elective units in this qualification follows:

CULLB004B Process information resource orders

CULMS207C Assist with the presentation of public activities and events

CUSGEN02B Work in a culturally diverse environment

THHGCS01B Develop and update local knowledge.