



**Australian Government**

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

# **CUL30104 Certificate III in Library-Information Services**

**Release: 1**

## **CUL30104 Certificate III 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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#### CUL30104 Certificate III in Library/Information Services

The following table contains a summary of the Employability Skills required for a library assistant. 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>• interpreting and completing workplace documentation</li> <li>• passing on key safety information to colleagues</li> <li>• responding to customer enquiries and providing advice and assistance</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• checking safety procedures with other team members</li> <li>• working with others in a library or information service environment</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>• dealing with non-availability of resources</li> <li>• handling unusual information requests</li> <li>• identifying and correcting minor faults with multimedia equipment</li> <li>• identifying safety issues and reporting them to appropriate person</li> <li>• resolving complaints and referring complaints on to the appropriate person if necessary</li> </ul>
Initiative and Enterprise	<ul style="list-style-type: none"> <li>• responding creatively to customer enquiries and/or complaints</li> </ul>
Planning and Organising	<ul style="list-style-type: none"> <li>• ensuring that resources are correctly placed on shelves</li> <li>• gathering information on multimedia options to inform decisions about purchasing equipment</li> <li>• monitoring resources</li> <li>• organising work tasks to ensure safety</li> <li>• processing information resource orders</li> <li>• prioritising arrangement of new resources</li> <li>• working out the most appropriate way to deal with a dispute or complaint</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• following workplace procedures, particularly in relation to OHS</li> <li>• maintaining personal safety standards</li> <li>• taking responsibility within limits of job role</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• keeping up-to-date with industry developments</li> <li>• showing customers how to use information services e.g. electronic catalogues</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using electronic information management and</li> </ul>

Employability Skill	Industry requirements for this qualification include:
	cataloguing tools <ul style="list-style-type: none"> <li>• using multimedia equipment/programs</li> <li>• using the internet for research</li> </ul>

## Packaging Rules

Core Units
<p><b>Complete 9 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> <p>CULLB205C Process and maintain information resources</p> <p>CULLB206C Assist with circulation services</p> <p>CULLB302C Use cataloguing tools</p> <p>CULLB307C Use multimedia</p> <p>BSBCMN205A Use business technology</p> <p>CUECOR03B Provide quality service to customers</p> <p>CUFSAF01B Follow health, safety and security procedures</p>
Elective Units
<p><b>Complete 3 other units with at least 1 from one or more of the following areas of the CUL04 Museum and Library/Information Services Training Package:</b></p> <ul style="list-style-type: none"> <li>• Information Organisation and Management</li> <li>• Library Customer Service</li> <li>• Public Programs</li> <li>• Information and Computer Technology</li> <li>• Multimedia</li> </ul> <p><b>Remaining units may be selected from any relevant endorsed Training Package.</b></p> <p>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 III. In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the level of the qualification.</p>

## Notes on Certificate III in Library/Information Services

This qualification is designed to reflect the role of individuals who work in libraries/ information services and who perform a range of skilled tasks using discretion and judgement, and who have the ability to select, adapt and transfer skills to different situations. Individuals may specialise in one area, such as customer service or be multi-skilled.

The workplace context for this qualification will vary, and this context must guide the selection of elective units. An example of appropriate units for a particular job at this level follows.

**Library Assistant**

CULLB004B Process information resource orders

CULLB401C Assist customers to access information

CUECOR04B Deal with conflict and resolve complaints