



Australian Government

Department of Education, Employment and Workplace Relations

CULLB401C Assist customers to access information

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to assist customers in obtaining information relevant to their needs.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals working in a frontline information services role in any industry sector. This may include public, corporate or institutional libraries, record management units, government departments or community advisory organisations.

The unit requires basic research and searching skills plus a sound knowledge of the scope of information sources available within the organisation. Work relates to information which can be found in readily and easily accessed sources, and is undertaken within established guidelines under general supervision.

More complex and challenging information needs are covered in the unit CULLB504C Research and analyse information to meet customer needs.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability Skills The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying Employability Skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Determine customers information requirements

1.1 Determine the nature of information requirement using appropriate questioning and listening techniques during *customer contact*

1.2 Assess the likely availability of the required information from *readily accessed sources*, and the level and nature of assistance required

ELEMENT	PERFORMANCE CRITERIA
2 Advise customers on independent access opportunities	<p>2.1 Take all appropriate opportunities to support the customer in developing and applying information literacy skills independently</p> <p>2.2 Correctly demonstrate the use of <i>reference tools and equipment</i> in a language and at a level and pace appropriate to the customer</p> <p>2.3 Accurately advise customers on other access arrangements including interlibrary loans</p> <p>2.4 Inform customers of relevant <i>constraints regarding access to information</i> or use of reference tools or equipment</p>
3 Source and provide information	<p>3.1 Source appropriate customer information from easily and readily accessed sources</p> <p>3.2 Provide information in an <i>appropriate format</i> and language to the customers and confirm that information need has been met</p> <p>3.3 Take appropriate action to resolve remaining issues and/or refer customers appropriately</p>

Required Skills and Knowledge

Required Skills and knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to respond to customer needs and to provide information literacy support and basic coaching, including active listening and questioning
- technology skills to access information using automated systems
- literacy skills to interrogate references and to interpret and write a broad range of information.

Required knowledge

- organisational policies in relation to customer assistance, such as interlibrary lending
- common customer requests and sources for answering such requests
- use of bibliographic tools and technology
- techniques for using standard reference resources and tools, including searching strategies
- features of an information network and how it impacts on the scope of information which can be provided
- interlibrary loan processes
- copyright, moral rights and intellectual property legislation and issues that impact on information services providers
- cultural considerations when working with customers and potentially sensitive material.

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, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- sound understanding and application of customer service skills
- application of well developed information literacy skills
- sound knowledge of the information services reference resources
- sound knowledge of bibliographic tools
- demonstration of skills (working with an established collection) in response to a range of different information requests.

Context of and specific resources for assessment

Assessment must ensure:

- use of current industry reference tools and equipment
- access to relevant policies and procedures manuals
- access to a library/information collection.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- direct observation of the candidate working with customers and responding to different information requests
- case studies/problem-solving exercises to assess ability to respond to different information needs
- oral or written questioning to assess knowledge of reference tools and equipment procedures.

Holistic assessment with other units relevant to the

EVIDENCE GUIDE

industry sector, workplace and job role is recommended, for example:

- CULLB203C Develop and use information literacy skills
- CUECOR03B Provide quality service to customers.

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. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

Customer contact may be:

- in person
- by phone
- in writing
- electronically

Readily accessed sources would generally include:

- organisation's collection or remote sources of information that are routinely accessed in the organisation, through standard search processes for which there are well established and clear cut procedures, e.g. searching for known items
- catalogues
- online and other databases
- remote sources

Reference tools and equipment may include:

- automated catalogues
- manual catalogues

Constraints regarding access to information may include:

- cost
- organisational policy
- restrictions on access to required information
- availability of other assistance
- competing demands
- ethical considerations

Within this unit the nature of ***customer information*** would be quite simple in nature and may include:

- current or topical information for a customer group e.g. school assignments
- frequently requested information
- simple ready reference queries
- community information

RANGE STATEMENT

Appropriate format for information may depend on factors such as:

- the preferred format
- age e.g. pre-schoolers, adolescents
- educational background or general knowledge
- cultural and language background
- language, literacy and numeracy needs
- disabilities both physical and intellectual

Unit Sector(s)

Not applicable.

Competency field

Competency field Library Customer Service