CUL40111 Certificate IV in Library, Information and Cultural Services
CUL40111 Certificate IV in Library, Information and Cultural Services

Modification History

<table>
<thead>
<tr>
<th>Release</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release 1</td>
<td>This qualification first released with <em>CUL11 Library, Information and Cultural Services Training Package version 1.0</em></td>
</tr>
</tbody>
</table>

Description

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Job roles

Possible job roles relevant to this qualification include:

- arts officer
- centre officer-in-charge
- client services officer
- curatorial assistant
- digital services officer
- gallery assistant or officer
- heritage officer
- information services assistant
- installation assistant
- library assistant or officer
- museum assistant or officer.
Pathways Information

Pathways into the qualification
Candidates entering this qualification may:

- have completed CUL30111 Certificate III in Information and Cultural Services, or other relevant qualifications

OR

- have vocational experience in a range of work environments in support roles but with no formal qualifications.

Pathways from the qualification
After achieving this qualification, candidates may choose to undertake CUL50111 Diploma of Library and Information Services or studies at a higher education level.

Licensing/Regulatory Information
There is no direct link between this qualification and licensing, legislative and/or regulatory requirements.

Entry Requirements
There are no entry requirements for this qualification.
## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

<table>
<thead>
<tr>
<th>Employability skill</th>
<th>Industry/enterprise requirements for this qualification:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communication</strong></td>
<td>• communicating with peers and supervisors</td>
</tr>
<tr>
<td></td>
<td>• communicating, consulting and allowing participation in relation to work health and safety (WHS) issues</td>
</tr>
<tr>
<td></td>
<td>• identifying and attempting to resolve misunderstandings due to cross-cultural issues</td>
</tr>
<tr>
<td></td>
<td>• responding to the needs and expectations of different types of customers</td>
</tr>
<tr>
<td></td>
<td>• presenting information to the public in an appropriate and engaging manner</td>
</tr>
<tr>
<td></td>
<td>• providing relevant advice to others about copyright protection</td>
</tr>
<tr>
<td></td>
<td>• reading and writing workplace documents and instructions</td>
</tr>
<tr>
<td><strong>Teamwork</strong></td>
<td>• consulting with relevant personnel</td>
</tr>
<tr>
<td></td>
<td>• sharing information with colleagues</td>
</tr>
<tr>
<td><strong>Problem-solving</strong></td>
<td>• identifying and dealing with conflict situations and misunderstandings</td>
</tr>
<tr>
<td></td>
<td>• addressing problems when using software applications</td>
</tr>
<tr>
<td></td>
<td>• assessing and controlling risks</td>
</tr>
<tr>
<td></td>
<td>• identifying a range of issues and information relating to copyright ownership and use</td>
</tr>
<tr>
<td></td>
<td>• responding to and dealing with hazardous events</td>
</tr>
<tr>
<td><strong>Initiative and enterprise</strong></td>
<td>• correlating similarities and differences between information and cultural service organisations</td>
</tr>
<tr>
<td></td>
<td>• linking philosophies, roles and funding to maximise effectiveness of own performance in the job</td>
</tr>
<tr>
<td></td>
<td>• using industry knowledge and sourcing information to improve performance in the workplace</td>
</tr>
<tr>
<td></td>
<td>• contributing ideas to assist with the design and development of interpretive displays</td>
</tr>
<tr>
<td><strong>Planning and organising</strong></td>
<td>• monitoring copyright policies and procedures and recommending action as required</td>
</tr>
<tr>
<td></td>
<td>• monitoring risk control measures</td>
</tr>
<tr>
<td></td>
<td>• keeping WHS records and using incident data to minimise WHS risks</td>
</tr>
<tr>
<td></td>
<td>• reviewing and maintaining policies and procedures</td>
</tr>
<tr>
<td></td>
<td>• reporting budgetary and resource needs</td>
</tr>
<tr>
<td></td>
<td>• planning for contingencies</td>
</tr>
<tr>
<td>Employability skill</td>
<td>Industry-enterprise requirements for this qualification:</td>
</tr>
<tr>
<td>---------------------</td>
<td>--------------------------------------------------------</td>
</tr>
</tbody>
</table>
| **Self-management** | • setting development goals  
                     • applying professional ethics and codes of practice  
                     • complying with workplace policies in areas such as equal employment opportunity, anti-discrimination policies, WHS and statutory requirements |
| **Learning**        | • providing WHS training  
                     • reflecting on and enhancing own ability to contribute effectively in a work environment  
                     • seeking feedback and integrating constructive advice into own work performance |
| **Technology**      | • searching library and information databases  
                     • accessing and downloading relevant information from the internet  
                     • interpreting user online manuals and help functions  
                     • using standard software applications on a personal computer to enter text and numerical data  
                     • selecting and using technology appropriate to tasks  
                     • using social media application packages  
                     • setting up multimedia equipment for presentations |
Packaging Rules

Total number of units = 15
6 core units plus
9 elective units of which:

- 5 units must be from Group A elective units below
- at least 2 units must be from Group A and/or B elective units below
- up to 2 units may be from Group A, B, and/or C elective units below; or from a Certificate III, IV or Diploma level qualification in any endorsed Training Package or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Core units
BSBIPR401A Use and respect copyright
BSBWOR402A Promote team effectiveness
CUECOR03B Provide quality service to customers
CUEOHS01C Implement workplace health, safety and security procedures
CULDMT301A Provide multimedia support
CULIND401A Consolidate and maintain industry knowledge

Group A elective units
Library and information services
CULINM401A Complete a range of cataloguing activities
CULINM402A Use integrated library management systems
CULINS201A Assist with circulation services
CULINS401A Assist customers to access information
CULINS402A Obtain information from external and networked sources
CULINS403A Search library and information databases

Museum and gallery services
CULCNM401A Assess the significance of collection objects
CULCNM403A Record and maintain collection information
CULCNM404A Work with cultural material
CULEVP401A Present information on activities, events and public programs
CULEVP402A Design and develop interpretive displays
CULPRE401A Implement preventive conservation activities

Group B elective units
Administration
BSBCON401A Work effectively in a business continuity context
BSBRKG502B Manage and monitor business or records systems

Collection management
CULCNM402A Prepare display mounts for collection material

Information technology
BSBEBU401A Review and maintain a website
ICAWEB201A Use social media tools for collaboration and engagement
ICAWEB420A Write content for web pages
ICPPP422C Digitise complex images for reproduction
ICPPR386A Troubleshoot digital media

**Exhibitions and visitor programs**
CPCCOHS1001A Work safely in the construction industry
CULEVP403A Install and dismantle exhibition elements
SITTTGDE006A Prepare and present tour commentaries or activities
SITTTGDE007A Develop and maintain the general and regional knowledge required by guides
SITTTGDE008A Prepare specialised interpretive content on cultural and heritage environments
SITXMPR001A Coordinate production of brochures and marketing materials

**Group C elective units**

**Administration**
BSBSUS301A Implement and monitor environmentally sustainable work practices
BSBWOR301A Organise personal work priorities and development
BSBWRT301A Write simple documents
SISXFAC303A Implement facility maintenance program
TAEDEL301A Provide work skill instruction

**Collection management**
CULCNM301A Catalogue objects into collections
CULCNM302A Develop and apply knowledge of archives

**Information management**
CULINM301A Use established cataloguing tools
CULINS301A Process and maintain information resources

**Information technology**
ICAICT203A Operate application software packages

**Selecting elective units for different outcomes**
The context for this qualification varies and this must guide the selection of elective units. Examples of appropriate elective units for particular outcomes follow.

**Library assistant**
The following elective units could be included:
- BSBWOR301A Organise personal work priorities and development
- CULINM401A Complete a range of cataloguing activities
- CULINM402A Use integrated library management systems
- CULINS201A Assist with circulation services
- CULINS401A Assist customers to access information
- CULINS402A Obtain information from external and networked sources
- CULINS403A Search library and information databases
- SITXMPR001A Coordinate production of brochures and marketing materials
- TAEDEL301A Provide work skill instruction

**Curatorial assistant**
The following elective units could be included:
- BSBCON401A Work effectively in a business continuity context
- CULCNM401A Assess the significance of collection objects
- CULCNM403A Record and maintain collection information
- CULCNM404A Work with cultural material
- CULEVP401A Present information on activities, events and public programs
- CULEVP402A Design and develop interpretive displays
- CULPRE401A Implement preventive conservation activities
- ICAWEB420A Write content for web pages
- ICPPP422C Digitise complex images for reproduction