Australian Government

Department of Education, Employment and Workplace Relations

CUL50111 Diploma of Library and Information Services

Release: 1

INDUSTRY SKILLS COUNCILS

Creating Australia's Future

CUL50111 Diploma of Library and Information Services

Modification History

Release	Comments
Release 1	This qualification first released with *CUL11 Library, Information and Cultural Services Training Package version 1.0*

Description

This qualification reflects the role of individuals with a sound theoretical knowledge base who use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work or the work of a team. They may provide leadership and guidance to others with some responsibility for the output of others.

Job roles

Possible job roles relevant to this qualification include:

- access services officer
- collection development officer
- digital services officer
- document delivery officer
- education assistant (museums and galleries)
- gallery technician
- information services officer
- journals officer
- library technician
- metadata officer
- museum coordinator
- museum technician
- preparator
- regional curator
- special collections officer
- technical services officer.

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Pathways Information

Pathways into the qualification
Candidates entering this qualification may:

- have completed CUL40111 Certificate IV in Library, Information and Cultural Services, or other relevant qualifications

OR

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

Pathways from the qualification
After achieving this qualification, candidates may choose to undertake 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.

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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.

Employability skill	Industry/enterprise requirements for this qualification:
Communication	• delivering messages from management to team members • facilitating discussion • developing workplace documents and instructions • communicating and consulting with peers and relevant personnel • providing explanations • engaging, motivating and connecting with learners and volunteers • providing constructive feedback to learners and team members • maintaining appropriate business relationships • establishing trust • using appropriate body language when communicating with others • recognising and being sensitive to individual differences and diversity • discussing and presenting information to colleagues and customers • providing advice within scope of own job role • writing content for web pages
Teamwork	• sharing information with colleagues • inspiring and providing leadership to team members
Problem-solving	• identifying and dealing with conflict situations and misunderstandings • dealing with complex and non-routine difficulties • assessing and controlling risks • addressing problems when using software applications • identifying hazards in the workplace • monitoring income and expenditure against budgets • identifying organisational risks associated with infringement of rights and licenses
Initiative and enterprise	• **researching and generating ideas for exhibition concepts** • anticipating behaviour that may put people at risk • assessing and interpreting complex searches • designing learning programs that stimulate and engage learners • correlating similarities and differences between information and cultural service organisations • linking philosophies, roles and funding to maximise effectiveness of own performance in the job

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Employability skill	Industry/enterprise requirements for this qualification:
Planning and organising	• completing and maintaining workplace documentation • determining information requirements • recruiting volunteers • managing procedures for the care, maintenance and preservation of collections • reviewing policies and procedures and providing advice as required • interpreting and applying industry information, agreements and license conditions • managing resource allocation • planning and delegating tasks • prioritising work tasks and establishing deadlines • preparing and circulating promotional material • planning for contingencies • reviewing and applying research outcomes
Self-management	• complying with workplace policies in areas such as equal employment opportunity, anti-discrimination policies, work health and safety and statutory requirements • applying professional ethics and codes of practice • maintaining a sense of humour • monitoring own work and introducing strategies to improve performance • improving own information literacy skills • taking responsibility for own ongoing learning and professional development • acting as a role model and displaying professionalism
Learning	• monitoring learner acquisition of new skills, knowledge and competencies • identifying own strengths and weaknesses and recognising how to personally learn • organising workplace learning • assisting others to learn
Technology	• storing and retrieving workplace data • 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 • using social media application packages • operating audiovisual and technical equipment • using automated systems to undertake research

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Employability skill	Industry/enterprise requirements for this qualification:
	• using complex databases

Packaging Rules

Total number of units = 19
7 core units *plus*
12 elective units of which:

- 9 units must be from Group A and/or Group B elective units below
- 3 units may be from Group A, B and/or C elective units below; and/or from a Certificate IV, Diploma or Advanced 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.

Note: To meet Library Technician skill requirements, at least 7 elective units must be from Group A.

Core units
BSBCUS501B Manage quality customer service
BSBOHS509A Ensure a safe workplace
BSBWOR402A Promote team effectiveness
CULIND401A Consolidate and maintain industry knowledge
CULINL601A Extend own information literacy skills to locate information
CULRSK501A Monitor compliance with copyright and licence requirements
TAEDEL401A Plan, organise and deliver group based learning

Group A elective units
Library and information services
CULICM601A Contribute to collection management
CULINL501A Promote literature and reading
CULINM401A Complete a range of cataloguing activities
CULINM502A Provide subject access and classify material
CULINM503A Use and monitor advanced functions of integrated library management systems
CULINS402A Obtain information from external and networked sources
CULINS403A Search library and information databases
CULINS501A Research and analyse information to meet customer needs

Group B elective units
Administration
BSBCON601A Develop and maintain business continuity plans

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BSBPMG510A Manage projects
BSBRSK501A Manage risk
BSBSUS501A Develop workplace policy and procedures for sustainability
BSBWOR501B Manage personal work priorities and professional development
BSBWOR502B Ensure team effectiveness
CHCORG525C Recruit and coordinate volunteers
CULPRE501A Develop disaster management plans
CULREL501A Develop and maintain community and stakeholder relationships
FNSORG501A Develop and manage a budget

Collection management

CULATS501A Work with Aboriginal and Torres Strait Islander cultural material
CULCNM501A Assess the significance of collections
CULCNM502A Manage lending and borrowing processes for collections
CULCNM503A Manage the development of collections
CULCNM601A Research and document collection material
CULCNM602A Develop and monitor procedures for the movement and storage of collection material
CULICM602A Manage collection maintenance and preservation procedures

Information management

BSBRKG502B Manage and monitor business or records systems
BSBRKG601B Define recordkeeping framework
BSBRKG608B Plan management of records over time
CULICM501A Maintain digital repositories
CULINM501A Analyse and describe information resources
CULINM601A Analyse and describe specialist and complex material

Information technology

BSBEBU401A Review and maintain a website
ICASAS410A Identify and resolve client IT problems
ICAWEB417A Integrate social web technologies
ICAWEB418A Use development software and IT tools to build a basic website
ICAWEB420A Write content for web pages

Exhibitions and visitor programs

CULEVP501A Coordinate the installation and dismantling of exhibitions
CULEVP502A Develop and implement exhibition interpretive strategies
CULEVP503A Develop and promote activities, events and public programs
CULEVP504A Develop exhibition concepts
SITTGDE006A Prepare and present tour commentaries or activities
SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments

Group C elective units

Administration

BSBMKG413A Promote products and services
BSBWRT401A Write complex documents
CHCCS405A Work effectively with culturally diverse clients and co-workers
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively
CUVFIM401A Obtain revenue to support operations
FNSPIM412A Participate in formal communication processes

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SITXHRM003A Roster staff
TAEDES401A Design and develop learning programs
Information technology
CULDMT301A Provide multimedia support
ICAICT308A Use advanced features of computer applications
ICAWEB201A Use social media tools for collaboration and engagement
Information management
CULINM301A Use established cataloguing tools
Exhibitions and visitor programs
CULEVP403A Install and dismantle exhibition elements

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 technician
The following elective units could be included:

- BSBPMG510A Manage projects
- CULICM601A Contribute to collection management
- CULICM501A Maintain digital repositories
- CULINL501A Promote literature and reading
- CULINM401A Complete a range of cataloguing activities
- CULINM502A Provide subject access and classify material
- CULINM503A Use and monitor advanced functions of integrated library management systems
- CULINS402A Obtain information from external and networked sources
- CULINS403A Search library and information databases
- CULINS501A Research and analyse information to meet customer needs
- ICASAS410A Identify and resolve client IT problems
- ICAWEB417A Integrate social web technologies

Regional curator
The following elective units could be included:

- BSBEBU401A Review and maintain a website
- CHCORG525C Recruit and coordinate volunteers
- CULATS501A Work with Aboriginal and Torres Strait Islander cultural material
- CULCNM501A Assess the significance of collections
- CULCNM502A Manage lending and borrowing processes for collections
- CULCNM503A Manage the development of collections
- CULCNM601A Research and document collection material
- CULCNM602A Develop and monitor procedures for the movement and storage of collection material
- CULEVP503A Develop and promote activities, events and public programs
- CULEVP504A Develop exhibition concepts
- CULICM602A Manage collection maintenance and preservation procedures
- CULPRE501A Develop disaster management plans

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