Australian Government

Department of Education, Employment and Workplace Relations

CULIND201A Develop and apply knowledge of information and cultural services

Release: 1

CULIND201A Develop and apply knowledge of information and cultural services

Modification History

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

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and apply knowledge of the role of organisations providing information and cultural services.

Application of the Unit

This unit applies to individuals seeking employment or working in an information or cultural services organisation.
The unit underpins employment in organisations, such as galleries, museums, archives, records management, and library or information services providers.
The unit is most relevant to support roles, as more specialised and advanced research and management skills are covered in other units.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
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

1. Source industry information	1.1 Research the development and operation of *information and cultural services organisations* and the industry using relevant *sources of information* 1.2 Consult with *relevant personnel* to determine the role and *key services* provided by these organisations 1.3 Identify *other industries* with which information and cultural services may have a relationship 1.4 Gather and systematically organise information collected
2. Update and maintain information	2.1 Update knowledge of sources of industry information regularly 2.2 Monitor *trends and emerging technologies* in the information and cultural services industries using appropriate information sources and *opportunities* 2.3 Research *employment and volunteer opportunities and conditions* in the information and cultural services industries 2.4 Update industry knowledge and share information with colleagues 2.5 Store information about industry trends and emerging technologies in an easily accessible format

Required Skills and Knowledge

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

Required skills

- communication skills to:
  - role play interview techniques
  - consult with relevant personnel
  - share information with colleagues
- learning skills to:
  - keep up-to-date with relevant information
  - identify opportunities to achieve career goals
- literacy skills to:
  - read and understand industry information
  - write a personal résumé and job application letter
- planning and organising skills to arrange, store and retrieve information
- research skills to source information on industry developments, trends and emerging technologies within a defined range
- self-management skills to:
  - complete work tasks and meet deadlines
  - follow workplace procedures
- technology skills to access and download relevant information from the internet.

Required knowledge

- sources of industry information and ways of maintaining currency of industry knowledge
- industry organisational structures, including different structures both public and private
- nature and role of information and cultural services organisations in communities, including regional and metropolitan-based services
- basic overview of the historical development of galleries, archives, museums and libraries, records and information management and other information services providers and their relationship with the wider community
- key work areas and skill and knowledge requirements within galleries, archives, museums, records and information management and libraries/information services organisations
- nature, role and functions of relevant unions and employer associations
- major industry organisations and professional associations
- basic employee rights and employment conditions
- contribution of volunteers.

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.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • research and analyse information about organisations providing information and cultural services • maintain currency of information • prepare a résumé and application letter for a job role or volunteer opportunity that addresses the selection criteria.

Context of and specific resources for assessment	Assessment must ensure:
	
	• access to:
	   • a range of relevant and current industry information sources
	   • appropriate technology to research and apply industry information
	• availability of relevant personnel.

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 • review of third-party workplace reports of on-the-job performance by the candidate • evaluation of candidate's response to different scenarios showing ability to apply knowledge to different industry contexts and situations • verbal or written questioning to assess knowledge of different aspects of the information and cultural services industries. Assessment methods should closely reflect workplace demands and the needs of particular client groups (consider the requirements of different age groups, clients with English as a second language, clients with disabilities, remote library users, etc.).
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBWOR203A Work effectively with others.

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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.

Information and cultural services organisations **may include:**	- archives - co-located local government services, such as: - council - gallery - library - museum - tourist information centre - community advisory organisations or bureaus - cultural centres - government departments, agencies or shopfronts - libraries, such as: - business - law - medical - national and state - public and private - school - TAFE - university - museums - online service providers - records and information management services.
Sources of information **may include:**	- copyright agencies - electronic and print media and information resources - employer and employee associations - events, such as: - conferences - exhibitions - trade fairs - training sessions - workshops - government bodies

	• induction kits • industry and professional associations • libraries and archives • online social media • policy and procedures manuals • publications • union representatives and other sources of industrial relations information • websites.

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Relevant personnel may include:	• archivists • gallery staff • information managers • library staff • management • museum staff • records managers • supervisors • work and professional colleagues.

Key services may relate to:	• archives
	• arrangement and description of physical and digital collections
	• conservation of:
	   • artefacts
	   • documents of historical or other significance
	   • information resources
	• cultural heritage
	• education
	• events
	• exhibitions
	• facility and equipment hire
	• access to information
	• lending
	• museums
	• preservation of physical and digital collections
	• promotion of information literacy and lifelong learning
	• promotion of reading and literature
	• promotion of visual and performing arts
	• reader advice
	• records and information management
	• retail
	• storage of physical and digital collections
	• virtual and online services
	• visitors
	• websites.

Other industries may include:	• community development • community recreation • education • hospitality • information technology • innovation and commercialisation • local government

	• the arts • tourism.
Trends and emerging technologies may relate to:	• changing nature of client groups, and work and industry structures • community sentiment • equipment • government policies and initiatives • funding models • increasing broadband services • legislative changes in areas, such as digital copyright • organisational restructures • outsourcing • technology • terminology • social media • software applications.
Opportunities may include:	• activities organised by other organisations • community activities • events, such as: • conferences • seminars • social events • trade fairs • face-to-face and electronic networking opportunities, such as: • e-lists • email alerts • meetings of special interest groups • newsletters • formal and informal mentoring relationships • workshops and training sessions.
Employment and volunteer opportunities and conditions may relate to:	• award provisions • basic rights and responsibilities of employers, employees and volunteers • career pathways • codes of conduct • employment conditions • enterprise bargaining agreements • experience • interviews • job and skill requirements • job applications

	• job roles and descriptions • organisational charts • professional ethics • qualifications • résumés • selection criteria and process.

Unit Sector(s)

Industry capability - Industry context