Australian Government

Department of Education, Employment and Workplace Relations

PUACOM003B Manage information

Revision Number: 2

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

PUACOM003B Manage information

Modification History

PUACOM003B Release 2:   Layout adjusted. Application added.
PUACOM003B Release 1:   Primary release.

Unit Descriptor

This unit covers the competency to manage information to support the achievement of the organisation's objectives.

Application of the Unit

This unit applies to workers who have the delegated responsibility to ensure that information is collected and disseminated to team members and also that data and information is stored in organisational information systems. This unit is relevant at both local public safety group level and organisation wide. While written specifically for the public safety industry, it may have application in other industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify information needs and sources	1.1 The ***information*** needs of individuals/teams are determined and the sources are identified. 1.2 Information held by the organisation is reviewed to determine suitability and accessibility. 1.3 Plans are prepared to obtain information which is not available or accessible within the organisation.
2. Collect and analyse information	2.1 ***Collection*** of information is timely and relevant to the needs of individuals/teams. 2.2 Information is in a formal suitable for ***analysis***, interpretation and dissemination. 2.3 Information is analysed to identify relevant trends and developments in terms of the needs for which is was acquired.
3. Use management information systems	3.1 ***Management information systems*** are used to store and retrieve data for decision making. 3.2 Technology available in the work area/organisation is used to manage information. 3.3 Recommendations for improving the information system are submitted to designated persons/groups.
4. Record and support information	4.1 The results of information gathering, analysis and synthesis are reported within specified time frames and to the standard defined by the organisation. 4.2 The results of information gathering, analysis and synthesis are reported so they can be inputs to policy development and organisation decision making. 4.3 Information which is gathered is disseminated to appropriate personnel within the specified timeframe.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- analyse record information
- collect and collate information
- communicate effectively
- disseminate information
- present information
- use management information systems to store and retrieve data

Required Knowledge

- analysis and display techniques
- information collection, collation
- information evaluation issues
- information storage requirements and methods
- reporting procedures of the organisation

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Establish an effective information system which facilitates achievement of organisational objectives. **Consistency in performance** Evidence will need to be collected over time in a range of actual and/or simulated management contexts.
Context of and specific resources for assessment	**Context of assessment** Evidence will need to be collected over time in a range of actual and/or simulated information management contexts. **Specific resources for assessment** Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.

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 in the Performance Criteria is detailed below.

Presentation of information may include:	• routine and complex reports and submissions • briefing notes • ministerials • proposals • project plans • articles and promotional material
Management information systems may include:	• computers • communication channels • records management • procedures • manuals • protocol • legislation • guidelines and awards • organisational • legal and policy materials • client information • market trends • registries and file records • library • financial records • basic statistical information • personnel resources
Analysis may include:	• application of statistical methods • mathematical calculations • critical analysis • problem solving
Collection techniques may include:	• research • surveys • literature search • interviews • data bases • observation
Collection methods may include:	• indexing • linking • sorting • comparing

Evaluation of information issues may include:	• categorising
	• integrating
	• credibility
	• reliability
	• validity
	• accuracy
	• pertinence
	• relevance

Unit Sector(s)

Not applicable.