



Australian Government

Department of Education, Employment and Workplace Relations

SFICOMP401C Administer the district office

Release: 1

SFICOMP401C Administer the district office

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit of competency involves establishing, implementing and monitoring effective administrative procedures in district offices.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</p>
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Establish, implement and monitor procedures for administrative tasks	<p>1.1. Administrative tasks to be undertaken are identified, delegated to staff and written into job specifications.</p> <p>1.2. Resources, both physical and human, required to maintain administrative functions at required level are identified, costed and budgetary approval sought if purchase is required.</p> <p>1.3. Physical resources are obtained, installed and staff trained in use, if necessary.</p> <p>1.4. Procedures for administrative tasks are established, documented and monitored on a regular basis.</p> <p>1.5. Requests for information are handled in a timely manner.</p> <p>1.6. Effectiveness of administrative procedures is assessed and action taken where administrative tasks are not up to standard.</p>
2. Schedule maintenance and service	<p>2.1. Service requirements for administrative equipment, outboard motors and vehicles are determined from manufacturer service guidelines.</p> <p>2.2. Log books are monitored for usage patterns.</p> <p>2.3. Procedures are established, documented and monitored for determining special service or repair requirements.</p> <p>2.4. Scheduling for maintenance and service is planned in advance to minimise consequences of down time.</p> <p>2.5. Servicing agent is booked and staff kept informed of schedule.</p> <p>2.6. Standard of servicing and associated costs are monitored and service agent given feedback.</p>
3. Operate office within budgetary constraints	<p>3.1. Budgets are negotiated with senior personnel based on past income and expenditure data and projected cost of planned activity within the budgetary period.</p> <p>3.2. Income and expenditure are monitored and reconciled against the original budget.</p> <p>3.3. Variances against the original budget are identified and adjustments made, where necessary.</p> <p>3.4. Financial reports are provided to senior personnel.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- establishing, documenting and reviewing procedures
- planning and monitoring budgets
- supervising staff
- training staff in the use of physical resources.

Literacy skills used for:

- completing and reading reports
- reading manufacturer service guides and administrative documentation
- writing procedures.

Numeracy skills used for:

- monitoring petty cash and banking procedures
- preparing budgets
- preparing service schedules.

Required knowledge

- administrative functions performed in a compliance office
- financial reporting.

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.	
Overview of assessment	
Critical aspects for assessment evidence required to demonstrate competence in this unit	<p>Assessment must confirm the ability to:</p> <ul style="list-style-type: none"> establish and implement effective administrative procedures. <p>Assessment must confirm knowledge of:</p> <ul style="list-style-type: none"> administrative functions.
Context of and specific resources for assessment	<p>Assessment is to be conducted at the workplace or in a simulated work environment.</p> <p>Resources may include:</p> <ul style="list-style-type: none"> office environment.
Method of assessment	<p>The following assessment methods are suggested:</p> <ul style="list-style-type: none"> project work using workplace scenario role-play.
Guidance information for assessment	This unit may be assessed holistically with other units within a qualification.

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.	
<i>Administrative tasks</i> may include:	<ul style="list-style-type: none"> archiving banking

RANGE STATEMENT	
	<ul style="list-style-type: none"> • cleaning and waste removal • database maintenance • desktop publishing • filing • information dissemination • mail and email • organisational reports, forms and logs • organising meetings, agendas and minutes • petty cash • phone and counter enquiries • postage and freight • reception • recording staff leave • recycling • requisitions • rostering of administrative staff • maintaining spreadsheets • switchboard and satellite phone • travel arrangements • vehicle or vessel usage • word processing • work-related documents, such as occupational health and safety (OHS) reports and time sheets.
Physical resources may include:	<ul style="list-style-type: none"> • cleaning equipment • computers • display shelving • facsimile machine • office furniture • photocopier • shredder • switchboard, extensions and mobile phones.
Requests for information may come from:	<ul style="list-style-type: none"> • fisheries management committees • ombudsman • senior personnel • the Minister's office.
Action taken may include:	<ul style="list-style-type: none"> • altering the procedure • counselling staff working outside procedures • reassigning administrative tasks to other members of staff

RANGE STATEMENT

	<ul style="list-style-type: none">• training staff if insufficiently skilled to follow procedures.
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Unit Sector(s)

Unit sector	Fisheries compliance
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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