



Australian Government

BSBINS306 Provide multimedia support

Release: 1

BSBINS306 Provide multimedia support

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to use a range of multimedia equipment and programs at a non-specialist level.

The unit applies to individuals who work under supervision and have some responsibility to complete work within established guidelines.

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

Unit Sector

Technical Skills – Information Services

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Use multimedia equipment and programs	1.1 Select required multimedia equipment and programs for a given purpose 1.2 Set up and operate multimedia equipment and programs according to organisational procedures 1.3 Use general features and functions of multimedia equipment 1.4 Assist relevant stakeholders to use multimedia equipment and programs safely and according to organisational procedures
2. Maintain multimedia equipment and programs	2.1 Identify and correct minor operational faults according to organisational procedures 2.2 Implement routine preventive maintenance, including making arrangement for repairs 2.3 Identify situations where specialist assistance is required and

ELEMENT	PERFORMANCE CRITERIA
	take required action
3. Review use of multimedia equipment and programs	3.1 Source information from relevant stakeholders on problems with use of current multimedia equipment and programs 3.2 Source and assess information on available multimedia equipment and programs, products and services based on feedback and intended use 3.3 Make recommendations for purchase of new or replacement items, where required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	• Sources and interprets textual information to identify most efficient and productive approach to the job
Writing	• Uses clear language to document requirements and outcomes
Oral Communication	• Interacts effectively in verbal exchanges, using active listening and questioning, to convey and clarify information
Numeracy	• Recognises and interprets numerical information relating to costs and specifications
Teamwork	• Cooperates with others and contributes to work practices where joint outcomes and deadlines are to be met
Problem solving	• Initiates standard diagnostic procedures when responding to familiar and unfamiliar problems within immediate context and seeks input from others when problems remain unresolved
Technology	• Uses main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

Supersedes and is equivalent to BSBLIB303 Provide multimedia support.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBINS306 Provide multimedia support

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- use at least one piece of physical multimedia equipment and two different digital multimedia programs.

In the course of the above, the candidate must:

- assist others to use multimedia equipment and programs
- correct minor operational faults
- make recommendations for upgrading multimedia equipment and programs.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- common multimedia options relevant to the work context at a generalist level
- features and general operating functions of different multimedia options
- common faults and ways of rectifying these in multimedia equipment and programs used
- scope of repair and maintenance activities that can be undertaken without specialist assistance
- sources of information on multimedia equipment and programs
- conditions of current licences and equipment maintenance agreements.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- multimedia equipment and programs and associated software applications.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>