



Australian Government

CHCINM002 Meet community information needs

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge required to work with community groups and individuals to identify and address their information needs.

This unit applies to work at all levels in a range of community service or health contexts.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria specify the level of performance needed to demonstrate achievement of the element

1. Identify information requirements

1.1 Use appropriate mechanisms to identify information requirements of the community and specific groups

1.2 Collect and maintain current, accurate and comprehensive information on a range of relevant issues and services for the community or group

1.3 Identify gaps or inadequacies in the information base including out-of-date or redundant material

2. Address information requirements

2.1 Where possible, access existing information sources to meet individual and community needs

2.2 Implement strategies to address any gaps in meeting

ELEMENT**PERFORMANCE CRITERIA**

current information requirements

2.3 Where new information materials need to be developed, explore and discuss options in consultation with users, colleagues and stakeholders

2.4 Identify implementation requirements in the planning of new information and/or materials

2.5 Identify appropriate formats for the presentation of information to different audiences

2.6 Develop information resources using appropriate technology

3. Evaluate and maintain quality information

3.1 Routinely evaluate adequacy of existing information sources and materials to meet community needs

3.2 Implement strategies to continuously improve effectiveness of information materials and systems

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCINM002 Meet community information needs

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- assessed and addressed information needs of 1 community and/or specific group, including:
 - analysed current capacity for needs to be met
 - determined requirements for new materials
 - developed at least 1 information resource

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- a range of sources that can be used to obtain information
- a range of options for sharing information, including digital media
- a range of systems that can be used to store and record information
- features of information management systems
- formatting and presentation options
- technology for preparation, formatting, editing and publishing materials and information

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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