



Australian Government

Department of Education, Employment and Workplace Relations

CHCINF403E Coordinate information systems

Release: 1

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Modification History

CHC08 Version 3	CHC08 Version 4	Description
CHCINF403D Coordinate information systems	CHCINF403E Coordinate information systems	Unit updated in V4. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to coordinate all aspects of information management including collection, collation, storage and preparation of information in different formats depending on client needs

Application of the Unit

Application

This unit may apply to work in a range of community service contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Gather and record *information*

1.1 Identify, access and collect appropriate information in order to meet:

- client needs
- specific workplace needs
- organisation needs

1.2 Ensure all processes and procedures promote:

- confidentiality
- security
- integrity of the information

1.3 Collate, prioritise and store information according to purpose of record and established procedures

1.4 Ensure information gathered is relevant, accurate and consistent with the organisation's values and client needs

ELEMENT**PERFORMANCE CRITERIA****2. Prepare and present *reports***

- 2.1 Prepare reports to meet:
- audience/client needs
 - standard reporting protocols and procedures
 - organisation criteria
- 2.2 Include conclusions and recommendations in reports that are clearly supported by the information gathered and verifiable evidence
- 2.3 In preparing reports, use appropriate technology within the operator's level of expertise and within established guidelines that promote safe working conditions for self and others
- 2.4 Circulate reports to key people, assess their feedback for relevance and incorporate into report
- 2.5 Present reports to appropriate person/s for implementation in accordance with organisation guidelines

3. Supervise processes for collection, use, storage and dissemination of information

- 3.1 Monitor issues arising from day to day operation of information systems and develop solutions cooperatively
- 3.2 Provide appropriate training opportunities for staff to ensure effective use of relevant technology
- 3.3 Where appropriate, provide advice on complex areas of information
- 3.4 Develop processes for dealing with information requests and exchanges

Required Skills and Knowledge

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

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Available sources of information
- Appropriate documentation required for specific types of reporting
- Importance of using opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Interviewing methods
- Organisation policies and procedures relating to reporting and records systems
- Research methods and information gathering
- The range of report writing which is required of the organisation for internal and external purposes

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Collect, collate and store information
- Prepare and present information in a range of formats to meet the needs of the client

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Demonstrate application of skills in:
 - report writing
 - a range of oral and written communication skills
 - research
 - safe and effective use and coordination of relevant technology in line with work health and safety (WHS) guidelines

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the

Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions
This may include the use of languages other than English and alternative communications systems
- Assessment must include assessment of the normal range of information and presentation of information

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment of this unit include access to:
 - an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment

Method of assessment:

- Assessment may include observations, questioning and evidence gathered from the workplace
e.g. prepared reports

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. Add any 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.

- Information may be sought from:*
- Clients
 - Group meetings
 - Individuals, including:
 - family, support network
 - specialists
 - stakeholders
 - team members
 - Other agencies
 - Written sources
- Reports may be:*
- Administration files
 - Client reports/case notes
 - Court reports
 - Expenses
 - Incident reports
 - Log books
 - Reports to case management conferences
 - Reports to funding, policy or legal bodies
 - Timesheets
- Relevant people will include:*
- Community groups/leaders
 - External organisations
 - Family and support networks of clients
 - Inside the organisation
 - Specialist organisations
 - Team members

Unit Sector(s)

Not Applicable