



Australian Government

Department of Education, Employment and Workplace Relations

CHCINF407D Meet information needs of the community

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

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

1. Identify information requirements

PERFORMANCE CRITERIA

- 1.1 Employ 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/services for the group to ensure information needs will be met
- 1.3 Identify gaps or inadequacies in the information base and implement strategies to address them

ELEMENT**PERFORMANCE CRITERIA****2. Address information requirements**

- 2.1 Where possible, access existing information sources to meet individual/community needs
- 2.2 Routinely evaluate adequacy of existing information sources and materials to meet needs
- 2.3 Where new information materials need to be developed, explore options in consultation with users and stakeholders
- 2.4 In planning development of new information/ materials, address all aspects of implementation including:
- content, structure and relevance
 - financial, technological and staffing resourcing
 - staff training needs
- 2.5 Implement strategies to continuously improve effectiveness of information materials and systems

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Essential knowledge:

It is critical that the candidate demonstrate knowledge of:

- A range of systems that can be used to obtain information
- A range of systems that can be used to store and record information

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, such as knowledge of:

- Basic project management
- Preparation, editing, publishing materials/information

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Assess information needs of community and/or specific group, analyse current capacity for them to be met and determine requirements for new materials
- Use and maintain a range of information storage systems

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:
 - literacy adequate to handle and prepare complex written information
 - use of relevant information system
- Identify and promote the importance of using opportunities to address waste minimisation, environmental responsibility and sustainable practice issues

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, 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
- Consistency in performance should consider requirements of relevant information systems

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

EVIDENCE GUIDE

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:

- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

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. 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.

RANGE STATEMENT

Community may include:

- A geographic region
- Current users of the organisation's services
- New target groups
- Special interest groups
- Students and researchers
- Users referred by other organisations
- Workers in other organisations

Information systems may refer to:

- Electronic networking
- Informal and formal arrangements with government departments and non government organisations to obtain information
- Material produced and provided by and about other organisations and services
- Media
- Subscriptions to publications
- The range of different systems across sectors

Financial and technological resources required for system may include:

- Directories and databases, manual and electronic
- Manual and computerised filing software and hardware
- Systems operated within the organisation
- Systems operating in other organisations

Unit Sector(s)

Not Applicable