



Australian Government

Department of Education, Employment and Workplace Relations

CHCINF505C Meet statutory and organisation information requirements

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to ensure effectiveness and efficiency of the organisation's information system

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. *Identify information requirements*

1.1 Identify information requirements in relation to organisation and worker goals, objectives and expected outcomes

1.2 Collect, analyse and prepare data on information needs in ways to inform decision-making

2. Review options for systems to obtain information

2.1 Identify and periodically evaluate sources of information

2.2 Identify, evaluate and prepare options for information systems so users can contribute to their development

2.3 Identify and evaluate *financial and technological resources* required for systems

ELEMENT**PERFORMANCE CRITERIA**

3. Establish and manage systems to record and store information

- 3.1 Periodically re-evaluate methods used to record and store information for effectiveness, efficiency, security and integrity and introduce new methods as necessary
- 3.2 Analyse any substantial breakdowns in methods of recording, storing and accessing information for cause and effect, and take corrective action
- 3.3 Establish and implement systems to ensure availability of information especially for direct use of clients
- 3.4 Monitor validity and usefulness of information and take appropriate actions for disposal or storage

4. Support and supervise the development of information and educational resources

- 4.1 Develop content and format guidelines in consultation with clients and other stakeholders, to guide production of education and information resources
- 4.2 Recruit appropriate expertise to develop designated information and education resources
- 4.3 Establish opportunities for information users to monitor and advise on ongoing development of information and education resources

5. Provide staff training

- 5.1 Determine staff training needs in relation to systems for information acquisition, recording and storage, and for preparing educational resources
- 5.2 Organise training or retraining in accordance with the units of competency required, training needs analysis and organisation policy

Required Skills and Knowledge

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:

- Application of information technology
- Workload analysis models/systems
- Operations of the agency
- Relevant policy and procedures and work systems
- Systems analysis models/theories
- Relevant legislation relating to organisation and statutory information requirements
- Range of current and emerging information technology relevant to addressing organisation information requirements
- Consultation processes and techniques
- Communication dissemination models

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Assess information requirements for an organisation or department
- Design work systems that integrate technology and address organisation and statutory information requirements
- Design training processes to support introduction of new technology in work practices
- Demonstrate knowledge of applicable agency and legislative requirements processes listed in the Range Statement

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

REQUIRED SKILLS AND KNOWLEDGE

These include the ability to:

- Demonstrate application of skills in:
 - assessment of information needs
 - analysis
 - planning
 - consultation/facilitation
 - report writing
 - running reviews
 - accessing/researching current emerging technology
 - marketing technology
 - communication/dissemination strategies
- Utilise relevant information technology effectively in line with occupational health and safety (OHS) guidelines

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
This may include the use of languages other than English and alternative communications systems
- Assessment must include all aspects of managing the organisation's information systems in the workplace

EVIDENCE GUIDE

- 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. observation of recording systems, portfolios, testimonials from clients and colleagues

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.

The contexts for managing information systems include:

- Management of a work unit/major program area

Managing information systems will be carried out within requirements established by:

- Commonwealth and state legislation
- Organisation policy and procedures
- Relevant program standards
- Informal and formal arrangements with government, non-government and other service providers to obtain information relating to clients and services
- Computer based recording systems
- Electronic banking

Financial and technological resources required may include:

- Manual filing systems
- Computerised filing software and hardware

Identify information requirements may include:

- Monitoring work output and relationship with obtaining outcomes, assessing availability of statistics to assist in monitoring workload, setting up dialogue with workers/supervisors about how to improve work practices through the use of information technology

RANGE STATEMENT

Establishing systems to obtain information includes:

- Assessing available technology and its application to work practices
- Identifying and preparing submissions for resources needed for new systems
- Identifying training needs associated with implementation of new systems and either developing training to support this or investigation of possible training service providers

Unit Sector(s)

Not Applicable