



Australian Government

Department of Education, Employment and Workplace Relations

CULLB004B Process information resource orders

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to process orders for information resources in accordance with organisational acquisition procedures.

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

Application of the Unit

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This unit applies to individuals undertaking straightforward administrative and organisational functions in an information services context. Work would generally be carried out under supervision within established procedures.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Employability Skills Information

Employability Skills The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying Employability Skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Determine ordering requirements	1.1 Access details of required <i>information resources</i> within required timeframes and check information for completeness 1.2 Select <i>suppliers</i> in accordance with organisational guidelines 1.3 Check <i>supplier performance</i> to inform selection, and report any performance problems to appropriate colleagues
2 Order information resources	2.1 Accurately complete orders in required format to include all required information in accordance with organisation procedures 2.2 Promptly deal with urgent orders and make appropriate arrangements to expedite receipt 2.3 Check progress of orders and take appropriate

ELEMENT**PERFORMANCE CRITERIA**

follow-up action

- 2.4 Refer problems with processing of orders to appropriate personnel as required
- 2.5 Maintain accurate records of ordered material in accordance with organisation requirements

3 Receive information resources

- 3.1 Accept materials and complete *checking processes* against invoice and order details
- 3.2 Recommend invoice for payment or question with suppliers
- 3.3 Make appropriate claims to suppliers for missing, damaged or incorrect material in accordance with organisational procedures
- 3.4 Accurately record details of material received in accordance with organisational formats
- 3.5 Sort material ready for processing and cataloguing and make arrangements for priority material to be processed promptly
- 3.6 Undertake all processes carefully, make appropriate checks and keep all relevant records up-to-date

Required Skills and Knowledge

Required Skills and knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- technology skills to use current industry ordering systems
- literacy skills to interpret and complete order documentation
- numeracy skills to interpret orders and invoices, and to calculate payments and complete order documentation.

Required knowledge

- procedures and systems for determining availability of resources
- typical ordering processes and systems used by information services providers.

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, range statement and the Assessment Guidelines for the Training Package.

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

Evidence of the following is essential:

- demonstrated accuracy in the completion of ordering processes
- knowledge of bibliographic and catalogue record components
- processing of multiple orders for different types of resources
- presence of industry-realistic time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- use of current industry ordering systems and databases
- access to relevant policies and procedures manuals
- access to resource ordering systems.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of accuracy and completeness of orders completed by the candidate
- oral or written questioning to assess knowledge of cataloguing systems and procedures.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBCMN205A Use business technology
- BSBADM305A Create and use databases.

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. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

Information resources may be:

- print
- electronic
- equipment, e.g. audio-visual hardware and items

Suppliers may include:

- local
- interstate
- international

Supplier performance may relate to issues of:

- cost
- time efficiency
- quality

Checking processes may include checking for:

- supply of correct materials, type and quantity
- pagination
- binding
- missing sections
- damaged goods

Unit Sector(s)

Not applicable.

Competency field

Competency field Information Organisation and Management