



Australian Government

Department of Education, Employment and Workplace Relations

CULLB508C Monitor and enhance information access

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 monitor and enhance the service provider's information systems and services. It focuses on the monitoring and evaluation of new technological developments and the development of strategies to enhance existing services or introduce new services.

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

Application of the Unit

Application of the unit This unit applies to individuals working in any information services context who are responsible for evaluating and establishing new information systems and services. Work is undertaken autonomously, usually by those with supervisory or management responsibility.

Information services contexts may include public, corporate or institutional libraries, record management units, government departments or community advisory organisations.

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 Evaluate current systems and services

- 1.1 Assess the need for enhanced ***systems and services*** based on knowledge of ***technological and other developments*** and current organisational strategies and priorities
- 1.2 Evaluate functional requirements and the capacity of existing systems based on review of ***current and potential workplace needs***
- 1.3 Consult with colleagues and customers on an ongoing basis to monitor response to current systems and services

ELEMENT	PERFORMANCE CRITERIA
2 Evaluate potential new systems and services	2.1 Evaluate potential systems and services to take account of all <i>cost and resource implications</i> and the organisation's short and long term priorities 2.2 Take account of technical support needs, transition arrangements and user training/support requirements 2.3 Make appropriate recommendations to relevant colleagues for new or changed systems and services, including all relevant supporting information
3 Establish systems and services	3.1 Provide timely advice of new systems and services to relevant colleagues 3.2 Introduce new systems and services in a manner which causes minimum disruption to colleagues and customers 3.3 Ensure integration of financial, security and legal requirements into planning and implementation 3.4 Provide and/or organise relevant training and support for colleagues 3.5 Monitor efficiency and effectiveness of new systems and services in consultation with colleagues and make adjustments accordingly

Required Skills and Knowledge

Required Skills and knowledge

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

Required skills

- research and analytical skills to source and assess information on new system and service options
- planning and organisational skills to integrate a wide range of conceptual and operational information and coordinate effective introduction of new systems
- communication and leadership skills to consult and liaise with colleagues at different levels
- literacy skills to interpret complex information, ideas and concepts
- numeracy skills to work with estimates and budgets.

Required knowledge

- current technological developments and options for new systems in the library/information services sector
- technical and technical support issues for consideration when introducing new systems
- workplace consultation techniques in relation to determining workplace needs and consulting on potential workplace changes
- occupational health and safety issues, requirements and legislation in relation to the introduction of new systems or services
- legal issues that might impact on the introduction of new systems and services in a library/information services context
- internal and external factors that impact on the potential introduction of new systems and services.

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:

- ability to carry out a needs analysis to determine system requirements
- knowledge of system and service requirements appropriate to information agencies
- knowledge of current and potential technological developments relevant to information agencies.

Context of and specific resources for assessment

Assessment must ensure:

- access to an operational information system
- assessment conducted over a period of time to reflect both the planning and implementation aspects of the unit
- interaction with others to reflect the consultation aspects of this unit.

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
- evaluation of projects conducted by the candidate to establish or review systems and services for a particular work context
- evaluation of candidate's response to different case studies and scenarios to assess ability to adapt skills to different workplace situations
- evaluation of reports prepared by the candidate detailing processes undertaken to review current systems and plan new systems in a given work context.

EVIDENCE GUIDE

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

- CULLB708C Manage information access.

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.

Systems and services may relate to:

- computer systems (hardware and software)
- networked information sources (local, national or international)
- customer service procedures
- workflows and associated routines

Technological and other developments may relate to:

- availability of new systems
- system upgrades
- availability of new technology within the organisation
- change in organisational priorities
- change in nature or scope of services to be offered

Current and potential workplace needs may relate to:

- new services being offered
- need for resource re-allocation
- changing nature of workforce
- changing nature of customer
- trends in information services provision

Cost and resource implications may relate to:

- people
- finance
- equipment
- power/energy
- time
- buildings/facilities
- technology

Unit Sector(s)

Not applicable.

Competency field

Competency field Library Customer Service