



Australian Government

Department of Education, Employment and Workplace Relations

CULDMT301A Provide multimedia support

Release: 1

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Modification History

Release	Comments
Release 1	This unit of competency first released with <i>CUL11 Library, Information and Cultural Services Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to use a range of multimedia equipment and programs at a non-specialist level.

Application of the Unit

This unit applies to individuals working in any industry context requiring a general understanding of different multimedia equipment and software applications. The unit is general and introductory in nature and does not include detailed operational knowledge of technologies required by information technology (IT) or multimedia specialists.

At this level, work is usually undertaken under supervision or within the context of established guidelines, though some autonomy and judgement can be expected within established parameters.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Use multimedia equipment and programs	1.1 Select appropriate multimedia equipment and programs for a given purpose 1.2 Identify work health and safety (WHS) issues associated with multimedia and take appropriate action to prevent injury or accident 1.3 Set up and operate multimedia equipment and programs according to organisational procedures 1.4 Use general features and functions of multimedia equipment 1.5 Assist customers and colleagues to use multimedia equipment and programs safely and according to organisational procedures
2. Maintain multimedia equipment and programs	2.1 Identify and correct minor operational faults according to organisational procedures 2.2 Implement routine preventive maintenance, including making arrangement for repairs 2.3 Identify situations where specialist assistance is required and take appropriate action
3. Report on use of multimedia equipment and programs	3.1 Gather information from colleagues and customers on problems with the use of current multimedia equipment and programs 3.2 Source and assess information on available multimedia equipment and programs, products and services based on feedback and intended use 3.3 Make recommendations for the purchase of new or replacement items where appropriate

Required Skills and Knowledge

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

Required skills

- communication and teamwork skills to:
 - assist others to operate equipment or programs
 - seek assistance from multimedia specialists
 - work collaboratively with colleagues
- initiative and enterprise skills to develop recommendations regarding multimedia equipment and programs
- literacy skills to:
 - follow online help instructions
 - interpret equipment information manuals
- problem-solving skills to identify and rectify routine operational problems with multimedia equipment
- research skills to seek information on available equipment and programs
- self-management skills to:
 - prioritise work tasks and meet deadlines
 - follow workplace procedures
- technology skills to:
 - set up multimedia equipment and programs
 - use the general features of commonly used equipment and programs.

Required knowledge

- range of current multimedia options relevant to the work context at a generalist level
- features and general operating functions of different multimedia options
- common faults and ways of rectifying these in multimedia equipment and programs used
- scope of repair and maintenance activities that can be undertaken without specialist assistance
- sources of information on multimedia equipment and programs
- conditions of current licences and equipment maintenance agreements.

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.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • use current multimedia equipment and programs • assist others to use multimedia equipment and programs • correct minor operational faults • report on the use of multimedia equipment and programs and make recommendations for upgrading.
Context of and specific resources for assessment	Assessment must ensure access to: • a current range of multimedia equipment and programs and associated software applications • audiovisual equipment.
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 • direct observation or verified evidence of the candidate using multimedia equipment and programs • verbal or written questioning to assess knowledge of work health and safety issues and equipment and program features. Assessment methods should closely reflect workplace demands and the needs of particular client groups (consider the requirements of different age groups, clients with English as a second language, clients with disabilities, remote library users, etc.).
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBOHS301B Apply knowledge of OHS legislation in the workplace.

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.

Multimedia equipment and programs are constantly changing, and the range used will depend on the workplace and may include both hardware and software:	• audio technologies, such as: • amplifiers • CDs • microphones • podcasts • CD burners • computer games • current and emerging web technologies • data projectors • digital and satellite television technologies • digital cameras • gaming consoles • high definition and 3-D televisions • interactive whiteboards • online media technologies, such as laser shows • personal computers, laptops, hand-held devices and organisers • scanners • set-top boxes • software programs • video technologies, such as DVDs.
Work health and safety issues may relate to:	• electrical and fire safety • ergonomic working arrangements in relation to furniture and equipment • safe manual-handling practices • safe storage of chemicals and harmful substances • use of personal protective equipment (PPE) • use of mechanical aids, such as: • automated systems • lifts • trolleys.
General features and functions of multimedia equipment are:	• accessible to general users without a high level of specialist knowledge • frequently used by non-specialists.

Unit Sector(s)

Information and communications technology - Multimedia technology