



Australian Government

Department of Education, Employment and Workplace Relations

CULINS202A Process information resource orders

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 process orders for information resources according to organisational acquisition procedures.

Application of the Unit

This unit applies to individuals undertaking straightforward administrative and organisational functions in a library or information services context.

Work would generally be undertaken under supervision, within established procedures.

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. Determine ordering requirements	1.1 Search for and verify <i>bibliographic details</i> for requested <i>information resources</i> within required timeframes 1.2 Check availability and estimated cost of requested information resources 1.3 Select <i>suppliers</i> according to organisational guidelines 1.4 Check <i>supplier performance</i> to inform selection, and report performance problems to appropriate colleagues
2. Order information resources	2.1 Create and despatch order records according to organisational procedures 2.2 Prioritise urgent orders and action to expedite receipt 2.3 Check progress of orders and take appropriate follow-up action where necessary 2.4 Update records of ordered material to reflect changes in availability or price according to organisational procedures 2.5 Refer <i>problems</i> with processing orders to appropriate personnel as required
3. Receive information resources	3.1 Accept materials and complete <i>checking processes</i> against invoice and order details 3.2 Process invoices for payment or raise queries with suppliers 3.3 Follow organisational procedures when making claims to suppliers for missing, damaged or incorrect material 3.4 Record details of material received according to organisational procedures 3.5 Complete physical processing tasks for received items as required 3.6 Sort received items in priority order ready for cataloguing 3.7 Update relevant records and note irregularities

Required Skills and Knowledge

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

Required skills

- communication skills to raise queries with suppliers
- literacy skills to:
 - interpret and complete order documentation
 - complete checking processes
- numeracy skills to:
 - interpret orders and invoices
 - calculate payments
 - complete order documentation
- self-management skills to:
 - meet deadlines
 - seek expert assistance as required
 - complete work tasks in a logical sequence
- teamwork skills to work collaboratively with others
- technology skills to use:
 - business technology
 - industry-current ordering systems.

Required knowledge

- organisational procedures, including systems for determining availability of resources
- range of available print and electronic information resources
- typical ordering processes and systems used by information services providers.

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: • demonstrate accuracy in processing orders for information resources • apply knowledge of bibliographic and catalogue record components • process multiple orders for different types of resources • work within realistic industry time constraints.
Context of and specific resources for assessment	Assessment must ensure: • use of industry-current ordering systems and databases • access to: • relevant policy and procedures documents • automated 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 • review of accuracy and completeness of orders completed by the candidate • verbal or written questioning to assess knowledge of automated resource ordering systems and procedures. 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: • ICAICT203A Operate application software packages.

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.

<i>Bibliographic details</i> may include:	• author • edition • International Standard Book Number (ISBN) • International Standard Serial Number (ISSN) • publication details • title.
<i>Information resources</i> may include:	• assistive technology devices • audiovisual formats, such as: • CDs • DVDs • datasets • digital images and files • e-books • e-journals • electronic databases • kits • material in English • material in a language other than English • monographs or serial publications • pictures • posters • print, such as: • books • newspapers • journals • serials.
<i>Suppliers</i> may be:	• database providers • international • interstate • library suppliers • local bookstores or other retail outlets • publishers • specialist and online bookstores.

Supplier performance may relate to:	• average supply time • compatibility of vendor systems and databases • cost • customised services • dedicated customer service representatives • discounts negotiated on behalf of library networks or consortia • electronic invoicing or serials checking, for example, electronic data interchange (EDI) • quality of service • range of available formats and materials • value added services, such as outsourcing of end processing or cataloguing.
Problems may relate to:	• additional costs for supply of urgent orders • availability, such as: • out of print • out of stock • cost and availability of equipment, hardware or software required to access materials or formats • damaged goods or missing parts • incorrect or partial supply • insufficient funds • duplicate copies requested • inability to verify bibliographic details • items already held or already on order • methods for despatching orders, such as: • EDI ordering • email • fax • phone • sensitive or inappropriate material.
Checking processes may relate to:	• binding • correct format • correct items • correct pagination • damaged goods or missing parts • illegible or blurred print • incorrect or partial supply • matching ISBN, author, title and edition • missing sections • supply of wrong items.

Unit Sector(s)

Knowledge management - Information services