



Australian Government

Department of Education, Employment and Workplace Relations

CUVADM05A Plan and develop information management systems

Release: 1

Modification History

Not Available

INTRODUCTION

UNIT DESCRIPTOR

This unit describes the skills and knowledge required to develop and implement information management systems within an organisation. This role would generally be undertaken by administrators and managers. The unit is generic in nature and may be applied in a range of industry contexts.

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| 1 Determine information management requirements | 1.81.1
Establish broad information management requirements based on organisational vision, objectives and current priorities
1.91.2
Clarify the purposes for which information is required in consultation with relevant colleagues
1.101.3
Correctly identify the nature and sources of the information required to meet the purpose |
| 2 Develop an information management plan | 2.1 Identify appropriate methods of collecting, analysing and disseminating relevant information consistent with the purpose of the information
2.2 Establish a schedule for the collection, analysis and dissemination of relevant information
2.3 Plan appropriate systems for the management of information, including allocation of responsibilities and resources
2.4 Consult with relevant colleagues in relation to information management planning |
| 3 Implement information management systems | 3.1 Provide appropriate advance information on new systems to colleagues
3.2 Introduce information management systems and procedures to the workplace in a manner that causes minimum disruption to colleagues
3.3 Ensure adequate resourcing of new systems/procedures in consultation with colleagues
3.4 Provide training and support to colleagues as required |
| 4 Review and update information | 4.14.1 |

management plan

Establish methods for periodic review of information management needs

4.24.2

Conduct review of information management according to the agreed methods

4.34.3

Adjust information management plan and system to respond to changing and emerging information management needs

RANGE STATEMENT

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Information management requirements may relate to any aspect of an organisation's operation and management, eg:

- finance
- marketing
- administration
- human resources
- customer service

The purpose for which information is required may relate to:

- planning, eg financial, marketing
- operational efficiency
- internal or external communication issues

Sources of information may include:

- staff
- volunteers
- media
- visitors and patrons
- funding bodies and sponsors
- potential users
- Internet
- references and texts

Methods of collecting information may include:

- registrations
- counting systems
- surveys and questionnaires
- literature searches

Analysing data may include:

- trends in sales, attendance, aesthetic preferences
- patterns of performance, attendance
- qualitative measures, eg satisfaction, attitudes, intentions

Dissemination of information may include:

- presentations, public speaking, media engagement
- reports, newsletters
- posters, leaflets, pamphlets, catalogues
- slides, video, CDs

Appropriate systems for information management may include:

- computer data bases
- registers
- record keeping systems
- library
- surveys and questionnaire regimes
- administrative procedures

Review methods may include:

- discussion forums with identified stakeholders
- formal feedback by questionnaire/survey
- invitations for feedback
- interviews
- technical reviews

EVIDENCE GUIDE

Underpinning skills and knowledge

Assessment must include evidence of the following knowledge and skills:

- links between information management systems and the overall vision and objectives of the organisation
- information management principles and practices as relevant to the industry context
- information management systems available as relevant to the industry context, including current technology and broad costs
- planning techniques and processes in relation to information management
- copyright, moral rights and intellectual property legislation and regulations in relation to how this impacts on information management

Linkages to other units

This unit has linkages to a range of other general management and administration units, and combined assessment and/or training with those units may be appropriate, eg:

- CUVADM01A
 - Develop and implement arts administration systems and procedures

Critical aspects of evidence

The following evidence is critical to the judgement of competence in this unit:

- development of an information management plan which supports the vision, objectives and current direction of an organisation
- knowledge of information management principles, practices and systems as they apply to the specific industry context

Method and context of assessment

The assessment context must provide for:

- practical demonstration of skills through the development and implementation of an information management system for a specific industry purpose/context/organisation
- interaction with others to reflect the consultation aspects of this unit
- assessment over a period of time to reflect the ongoing implementation and monitoring aspects of the unit

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

- review of an information management plan developed by the candidate
- evaluation of a report prepared by the candidate detailing the ways in which an information management systems was developed and implemented
- case studies to assess ability to develop management systems for specific industry contexts
- questions and discussion about the information management plan
- review of portfolios of evidence
- third party workplace reports of performance by the candidate

Resource requirements

Assessment of this unit requires access to the materials resources and equipment needed to plan and develop the system for information management and includes access to information technology.

KEY COMPETENCY LEVELS

Key competencies are built into all workplace competencies. The following table describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform

Level 2 = Administer and Manage

Level 3 = Design and Evaluate

Key competencies	Level	Examples
Collecting, organising and analysing information	3	Surveying or scoping information management needs
Communicating ideas and information	2	Briefing colleagues on management systems
Planning and organising activities	3	Organising and sourcing resources
Working with others and in teams	2	Working with staff, users, stakeholders
Using mathematical ideas and techniques	2	Calculating/estimating costs
Solving problems	2	Amending systems to meet changing needs
Using technology	2	Assessing the benefits of new technology