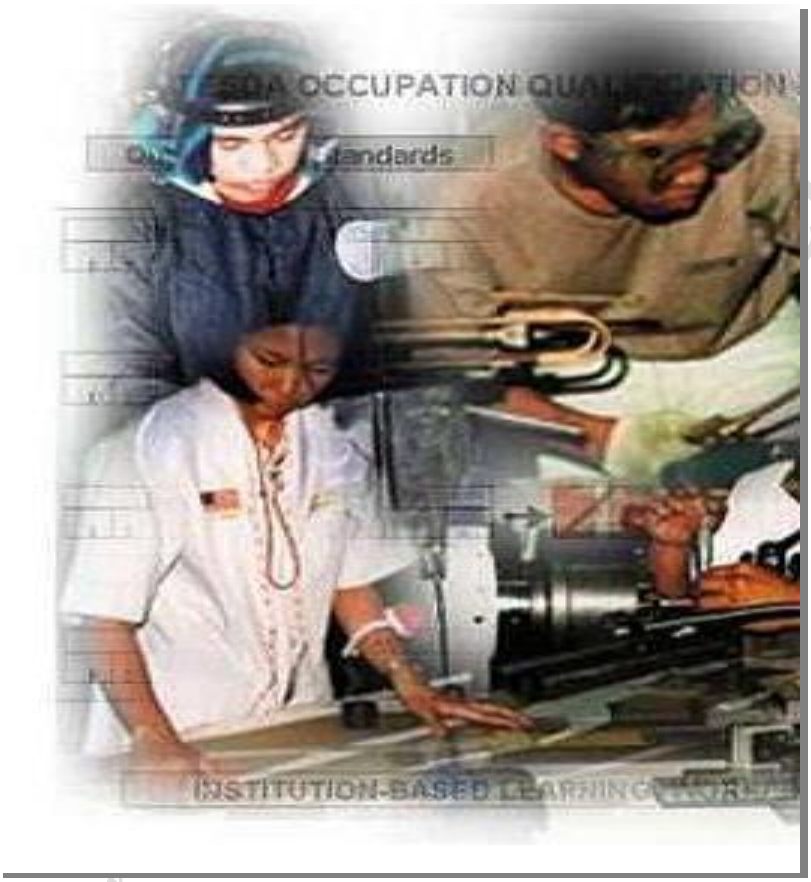
TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

BASIC COMPETENCIES



INFORMATION TECHNOLOGY

DEFINITIONS

BASIC COMPETENCIES

Refer to non-technical skills (knowledge, skills and attitudes) that everybody will need in order to perform satisfactorily at work and in society and are considered portable and transferable irrespective of jobs and industrial settings.

INFORMATION TECHNOLOGY

Competency which covers knowledge, skills and attitudes required when accessing, presenting, using, managing/evaluating and developing information systems and processes.

NC II

UNIT OF COMPETENCY : ACCESS INFORMATION

UNIT CODE :

UNIT DESCRIPTOR : This unit of covers the knowledge, skills and attitudes required to identify, gather and maintain information.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify and gather information	1.1 Identify the required information. 1.2 Identify and access sources to produce required information. 1.3 Collect, organise, record and report information. 1.4 Organise information collected in a way that enables easy access and retrieval by other staff.	• Policies, procedures and guidelines relating to information handling in the public sector, including confidentiality, privacy, security, freedom of information • Data collection and management procedures • Organizational information handling and storage procedures • Cultural aspects of information and meaning • Sources of public sector work-related information • Public sector standards • Electronic and manual filing systems • Databases and data storage systems	• Policies, procedures and guidelines relating to information handling in the public sector, including confidentiality, privacy, security, freedom of information • Data collection and management procedures • Organizational information handling and storage procedures • Cultural aspects of information and meaning • Sources of public sector work-related information • Public sector standards • Electronic and manual filing systems • Databases and data storage systems •

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Study and interpret information	2.1 Evaluate information and its sources for relevance and validity to business and/or client requirements. 2.2 Examine information as required to identify key issues. 2.3 Carry out detailed evaluation of information as required using relevant techniques including mathematical calculations.	2.4 Policies, procedures and guidelines relating to information handling in the public sector, including confidentiality, privacy, security, freedom of information 2.5 Data collection and management procedures 2.6 Organizational information handling and storage procedures 2.7 Cultural aspects of information and meaning 2.8 Sources of public sector work-related information 2.9 Public sector standards 2.10 Electronic and manual filing systems 2.11 Databases and data storage systems 2.12	2.13 Policies, procedures and guidelines relating to information handling in the public sector, including confidentiality, privacy, security, freedom of information 2.14 Data collection and management procedures 2.15 Organizational information handling and storage procedures 2.16 Cultural aspects of information and meaning 2.17 Sources of public sector work-related information 2.18 Public sector standards 2.19 Electronic and manual filing systems 2.20 Databases and data storage systems 2.21
3. Maintain information	3.1 Maintain information and records to ensure data and system integrity using a range of standard and complex	3.4 Policies, procedures and guidelines relating to information handling in the public sector,	3.13 Policies, procedures and guidelines relating to information handling in the public sector,

	information systems and operations. 3.2 Reconcile routine data and records as required. 3.3 Identify and correct inadequacies in system/s relating to information retrieval or reported to relevant staff as required.	including confidentiality, privacy, security, freedom of information 3.5 Data collection and management procedures 3.6 Organizational information handling and storage procedures 3.7 Cultural aspects of information and meaning 3.8 Sources of public sector work-related information 3.9 Public sector standards 3.10 Electronic and manual filing systems 3.11 Databases and data storage systems 3.12	including confidentiality, privacy, security, freedom of information 3.14 Data collection and management procedures 3.15 Organizational information handling and storage procedures 3.16 Cultural aspects of information and meaning 3.17 Sources of public sector work-related information 3.18 Public sector standards 3.19 Electronic and manual filing systems 3.20 Databases and data storage systems 3.21
4. Handle files	4.1 Basic file-handling techniques is used for the software 4.2 Techniques is used to handle, organize and save files	4.1 Basic file-handling techniques 4.2 Techniques in handling, organizing and saving files	4.1 Using basic file-handling techniques is used for the software 4.2 Using different techniques in handling, organizing and saving files

RANGE OF VARIABLES

VARIABLES	RANGE
1. Data analysis techniques	May include: 1.1 Domain analysis 1.2 Content analysis 1.3 Comparison technique

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 confidentiality 1.2 accuracy 1.3 business mathematics and statistics 1.4 data analysis techniques/procedures 1.5 reporting requirements to a range of audiences 1.6 organisational values, ethics and codes of conduct These aspects may be best assessed using a range of scenarios what ifs as a stimulus with a walk through forming part of the response. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened. 1.7 Handled files
2. Resource Implications	**Specific resources for assessment** 2.1. Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1. Written Test 3.2. Interview 3.3. Portfolio The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.

4. Context for Assessment	4.1. In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.

NC III

UNIT OF COMPETENCY : PRESENT APPROPRIATELY

UNIT CODE :

UNIT DESCRIPTOR : This unit of covers the knowledge, skills and attitudes required to present information appropriately.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
5. Determine data / information	1.1 Collect evidence, facts and information. 1.2 Review evaluation terms of reference and conditions to determine whether data/information falls within project scope.	organisational protocols confidentiality accuracy business mathematics and statistics data analysis techniques/procedures reporting requirements to a range of audiences legislation, policy and procedures relating to the conduct of evaluations organisational values, ethics and codes of conduct	Describing organisational protocols relating to client liaison Protecting confidentiality Describing accuracy Computing business mathematics and statistics Describing data analysis techniques/ procedures reporting requirements to a range of audiences Stating legislation, policy and procedures relating to the conduct of evaluations Stating organisational values, ethics and codes of conduct
ELEMENTS	**PERFORMANCE CRITERIA** ***Italicized terms*** are elaborated in the Range of Variables	**REQUIRED KNOWLEDGE**	**REQUIRED SKILLS**
6. Apply and study established data	2.1 Assess validity of data/information. 2.2 Apply analysis techniques to assess data. 2.3 Identify trends and anomalies.	business mathematics and statistics data analysis techniques/procedures reporting requirements to a range of	Computing business mathematics and statistics Describing data analysis techniques/ procedures reporting requirements to

	2.4 Document ***data analysis techniques*** and procedures. 2.5 Make recommendations on areas of possible improvement.	audiences legislation, policy and procedures relating to the conduct of evaluations organisational values, ethics and codes of conduct	a range of audiences Stating legislation, policy and procedures relating to the conduct of evaluations Stating organisational values, ethics and codes of conduct
7. Record studied data	3.1 Record studied data. 3.2 Analyse recommendations for action to ensure they are compatible with the project's scope and terms of reference. 3.3 Analyse interim and final reports and compare outcomes to the criteria established at the outset. 3.4 Report findings to stakeholders.	data analysis techniques/procedures reporting requirements to a range of audiences legislation, policy and procedures relating to the conduct of evaluations organisational values, ethics and codes of conduct	Describing Describing data analysis techniques/ procedures reporting requirements to a range of audiences Stating legislation, policy and procedures relating to the conduct of evaluations Stating organisational values, ethics and codes of conduct practices
3. Search for information on the internet or an intranet	3.1 Search engine to find and select appropriate information 3.2 Suitable techniques is use to make it easier to find useful information and to pass it on to others 3.3 Records are use where useful information came from 3.4 Results are used for searches of useful information 3.5 Choose a ***search engine*** that is appropriate for the information that is needed 3.6 Searches are carry out	• Find and select appropriate information • Techniques in finding useful information Records are use where useful information came from • Search engines for information	• Finding and selecting search engine to find and select appropriate information • Using suitable techniques to find useful information easier • Using records • Carrying out Searches

RANGE OF VARIABLES

VARIABLES	RANGE
2. Data analysis techniques	May include: 1.4 Domain analysis 1.5 Content analysis 1.6 Comparison technique
3. Search engine	May include: 3.1. Crawler-based search engine 3.1.1. Google 3.1.2. alltheWeb 3.1.3. AltaVista 3.2. Human-powered directories 3.2.1. Yahoo directory 3.2.2. Open Directory 3.2.3. LookSmart

EVIDENCE GUIDE

5. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.7 confidentiality 1.8 accuracy 1.9 business mathematics and statistics 1.10 data analysis techniques/procedures 1.11 reporting requirements to a range of audiences 1.12 organisational values, ethics and codes of conduct These aspects may be best assessed using a range of scenarios what ifs as a stimulus with a walk through forming part of the response. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened. 1.7 Searched information on the internet or an entranet
6. Resource Implications	**Specific resources for assessment** 6.1. Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.
7. Methods of Assessment	**Competency in this unit may be assessed through:** 7.1. Written Test 7.2. Interview 7.3. Portfolio The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.

8. Context for Assessment	8.1. In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.

NC III

UNIT OF COMPETENCY : USE INFORMATION CREATIVELY AND CRITICALLY

UNIT CODE :

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to use technical information system and information technology, and apply information technology (IT).

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Use technical information systems and information technology	1.1. Collate and organize ***information*** into a suitable form for reference and use 1.2. classify stored information so that it can be quickly identified and retrieved when needed 1.3. Advise and offer guidance to people who need to find and use information 1.4. Operate the ***technical information*** system using agreed procedures 1.5. Operate appropriate and valid procedures for inputting, maintaining and archiving information	• Application in collating information • Procedures for inputting, maintaining and archiving information • Guidance to people who need to find and use information • Organize information • classify stored information for identification and retrieval • Operate the technical information system by using agreed procedures	• Collating information • Operating appropriate and valid procedures for inputting, maintaining and archiving informatio • Advising and offering guidance to people who need to find and use information • Organizing information into a suitable form for reference and use • Classifying stored information for identification and retrieval • Operating the technical information system by using agreed procedures

ELEMENT	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Apply information technology (IT)	2.1. Utilize the ***software and IT systems*** that are required to execute the project activities 2.2. Handle, edit, format and check information and data obtained from a range of internal and external ***sources*** 2.3. Extract, enter, and process information to produce the outputs required by ***customers*** 2.4. Share your own skills and understanding to help others 2.5. Implement the specified ***security measures*** to protect the confidentiality and integrity of project data held in IT systems	• Attributes and limitations of available software tools • Procedures and work instructions for the use of IT • Operational requirements for IT systems • Sources and flow paths of data • Security systems and measures that can be used • Extract data and format reports • Methods of entering and processing information • WWW enabled applications	• Identifying attributes and limitations of available software tools • Using procedures and work instructions for the use of IT • Describing operational requirements for IT systems • Identifying sources and flow paths of data • Determining security systems and measures that can be used • Extracting data and format reports • Describing methods of entering and processing information • Using WWW applications
3. Edit, format and check information	3.1 Basic editing techniques is used 3.2 Accuracy of documents are check 3.3 Editing and formatting tools and techniques are used for more complex documents 3.4 Proof reading techniques is used to check that documents look professional	• Basic file-handling techniques • Techniques in checking documents • Techniques in editing and formatting • Proof reading techniques	• Using basic file-handling techniques is used for the software • Using different techniques in checking documents • Applying editing and formatting techniques • Applying proof reading techniques

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information	May include: 1.1 Property 1.2 Organizational 1.3 Technical reference
2. Technical information	May include: 2.1 paper based 2.2 electronic
3. Software and IT systems	May include: 3.1 spreadsheets 3.2 databases 3.3 word processing 3.4 presentation
4. Sources	May include: 4.1 other IT systems 4.2 manually created 4.3 within own organization 4.4 outside own organization 4.5 geographically remote
5. Customers	May include: 5.1 colleagues 5.2 company and project management 5.3 clients
6. Security measures	May include: 6.1 access rights to input; 6.2 passwords; 6.3 access rights to outputs; 6.4 data consistency and back-up; 6.5 recovery plans

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Used technical information systems and information technology 1.2 Applied information technology (IT) 1.3 Edited, formatted and checked information
2. Resource Implications	The following resources MUST be provided: 2.1 Computers 2.2 Software and IT system
3. Methods of Assessment	Competency in this unit MUST be assessed through: 3.1 Direct Observation 3.2 Oral interview and written test
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or through accredited institution

NC IV

UNIT OF COMPETENCY : MANAGE AND EVALUATE USAGE OF INFORMATION

UNIT CODE :

UNIT DESCRIPTOR : This unit of covers the knowledge, skills and attitudes required to support the achievement of the organization's objectives.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
8. Identify information needs and sources	1.1 The ***information*** needs of individuals/teams are determined and the sources are identified. 1.2 Information held by the organisation is reviewed to determine suitability and accessibility. 1.3 Plans are prepared to obtain information which is not available or accessible within the organization.	• Analysis and display techniques • Information collection, collation • Information evaluation issues • Information storage requirements and methods • Reporting procedures of the organisation	• Analysing record information • Collecting and collating information • Communicating effectively • Disseminating information • Presenting information • Using management information systems to store and retrieve data
9. Collect and analyse information	2.1 ***Collection*** of information is timely and relevant to the needs of individuals/teams. 2.2 Information is in a formal suitable for ***analysis***, interpretation and dissemination. 2.3 Information is analyzed to identify relevant trends and developments in terms of the needs for which is was acquired.	• Analysis and display techniques • Information collection, collation • Information evaluation issues • Information storage requirements and methods • Reporting procedures of the organisation	• Analysing record information • Collecting and collating information • Communicating effectively • Disseminating information • Presenting information • Using management information systems to store and retrieve data

ELEMENTS	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
10. Use management information systems	3.1 ***Management information systems*** are used to store and retrieve data for decision making. 3.2 Technology available in the work area/organisation is used to manage information. 3.3 Recommendations for improving the information system are submitted to designated persons/groups.	• Analysis and display techniques • Information collection, collation • Information evaluation issues • Information storage requirements and methods • Reporting procedures of the organisation	• Analysing record information • Collecting and collating information • Communicating effectively • Disseminating information • Presenting information • Using management information systems to store and retrieve data
11. Record and support information	4.1 The results of information gathering, analysis and synthesis are reported within specified time frames and to the standard defined by the organisation. 4.2 The results of information gathering, analysis and synthesis are reported so they can be inputs to policy development and organisation decision making. 4.3 Information which is gathered is disseminated to appropriate personnel within the specified timeframe	• Analysis and display techniques • Information collection, collation • Information evaluation issues • Information storage requirements and methods • Reporting procedures of the organisation	• Analysing record information • Collecting and collating information • Communicating effectively • Disseminating information • Presenting information • Using management information systems to store and retrieve data

RANGE OF VARIABLES

VARIABLES	RANGE
4. Presentation of information	May include: 1.7 routine and complex reports and submissions 1.8 briefing notes 1.9 ministerials 1.10 proposals 1.11 project plans 1.12 articles and promotional material
5. Management information systems	May include: 2.1 computers 2.2 communication channels 2.3 records management 2.4 procedures 2.5 manuals 2.6 protocol 2.7 legislation 2.8 guidelines and awards 2.9 organisational 2.10 legal and policy materials 2.11 client information 2.12 market trends 2.13 registries and file records 2.14 library 2.15 financial records 2.16 basic statistical information 2.17 personnel resources
6. Analysis	may include: 3.1 application of statistical methods 3.2 mathematical calculations 3.3 critical analysis 3.4 problem solving

7. Collection techniques	May include: 4.1 research 4.2 surveys 4.3 literature search 4.4 interviews 4.5 data bases 4.6 observation
8. Collection methods	may include: 5.1 indexing 5.2 linking 5.3 sorting 5.4 comparing 5.5 categorising 5.6 integrating
9. Evaluation of information issues	may include: 6.1 credibility 6.2 reliability 6.3 validity 6.4 accuracy 6.5 pertinence 6.6 relevance

EVIDENCE GUIDE

9. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 9.1. Identify\ied information needs and sources 9.2. Collected and analysed information Determined the correct / preventive action 9.3. Used management information systems 9.4. Record and support information These aspects may be best assessed using a range of scenarios what ifs as a stimulus with a walk through forming part of the response. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.
10. Resource Implications	**Specific resources for assessment** 10.1. Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.
11. Methods of Assessment	**Competency in this unit may be assessed through:** 11.1. Written Test 11.2. Interview The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.
12. Context for Assessment	12.1. In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.

NC V

UNIT OF COMPETENCY : DEVELOP SYSTEMS IN MANAGING AND MAINTAINING INFORMATION

UNIT CODE :

UNIT DESCRIPTOR : This unit of covers the knowledge, skills and attitudes required to manage information quality.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
12. Develop or manage quality assurance system	1.1 Information ***Quality assurance*** policy is established, documented and communicated to all levels of the workplace. 1.2 Sampling techniques are developed that reflect needs of workplace and product. 1.3 Quality circles and other relevant *aspects of* ***quality assurance systems*** are established or maintained. 1.4 Facilitation for monitoring of work teams is organised to ensure compliance with standards. 1.5 Quality assurance system is developed and maintained. 1.6 Information ***Quality standards and regulations*** are identified and relevance to	• Principles of quality management and their application • Delegation of responsibilities within quality systems • Appropriate quality methodologies, their capabilities, limitations, applicability and contribution to outcomes • Sampling techniques • Quality standards and practices • OHS practices, including hazard identification and control measures • Workplace practices	• Establishing and managing a quality system and procedures • Investigating and applying methods to eliminate causes of unsatisfactory performance • Communicating effectively within the workplace, including liaising with other departments • Establishing or interpreting procedures, where required • Determining report requirements and present information in appropriate formats • Reading, interpreting and following information on work specifications, standard operating procedures and work instructions, and other reference material • communicating within the workplace • sequencing operations

	specific products is determined.		• meeting specifications • carrying out work according to OHS practices

ELEMENTS	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
13. Determine resource requirements	2.1 Strategic planning is assessed to facilitate achievement of quality policy. 2.2Resources are determined and allocated to meet requirements. 2.3 External quality assessment requirements are determined.	• Principles of quality management and their application • Delegation of responsibilities within quality systems • Appropriate quality methodologies, their capabilities, limitations, applicability and contribution to outcomes • Sampling techniques • Quality standards and practices • OHS practices, including hazard identification and control measures • Workplace practices	• Establishing and managing a quality system and procedures • Determining implementation requirements and prepare implementation plan • Investigating and applying methods to eliminate causes of unsatisfactory performance • Communicating effectively within the workplace, including liaising with other departments • Establishing or interpreting procedures, where required • Reading, interpreting and following information on work specifications, standard operating procedures and work instructions, and other reference material • communicating within the workplace • sequencing operations • clarifying and checking task-related information • carrying out work according to OHS practices

14. Plan development of quality procedures	3.1 Quality procedure requirements are determined through consultation with internal and external groups. 3.2 Product performance requirements are determined through consultation. 3.3 Development of procedures is planned to ensure quality system is maintained. 3.4 ***OHS practices*** are accommodated in quality procedures.	• Principles of quality management and their application • Delegation of responsibilities within quality systems • Appropriate quality methodologies, their capabilities, limitations, applicability and contribution to outcomes • Sampling techniques • Quality standards and practices • OHS practices, including hazard identification and control measures • Workplace practices	• Establishing and managing a quality system and procedures • Determining implementation requirements and prepare implementation plan • Investigating and applying methods to eliminate causes of unsatisfactory performance • Communicating effectively within the workplace, including liaising with other departments • Establishing or interpreting procedures, where required • Reading, interpreting and following information on work specifications, standard operating procedures and work instructions, and other reference material • communicating within the workplace • sequencing operations • clarifying and checking task-related information • carrying out work according to OHS practices

ELEMENTS	PERFORMANCE CRITERIA ***Italicized terms*** are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
15. Establish implementation and review strategies	4.1 Implementation strategies are established to meet workplace objectives. 4.2 Reviews of quality system are undertaken or arranged at appropriate intervals and appropriate action to ensure its continuity, suitability and effectiveness initiated.	• Delegation of responsibilities within quality systems • Appropriate quality methodologies, their capabilities, limitations, applicability and contribution to outcomes • Sampling techniques • Quality standards and practices • OHS practices, including hazard identification and control measures • Workplace practices	• Establishing and managing a quality system and procedures • Determining implementation requirements and prepare implementation plan • Investigating and applying methods to eliminate causes of unsatisfactory performance • Communicating effectively within the workplace, including liaising with other departments • Establishing or interpreting procedures, where required • Reading, interpreting and following information on work specifications, standard operating procedures and work instructions, and other reference material • communicating within the workplace • sequencing operations • clarifying and checking task-related information • carrying out work

			according to OHS practices
16. Evaluate system implementation	5.1 Implementation of system is evaluated and its effectiveness and level of support for internal improvement programs assessed. 5.2 Results are assessed and changes to system are authorised and necessary action is taken.	• Delegation of responsibilities within quality systems • Appropriate quality methodologies, their capabilities, limitations, applicability and contribution to outcomes • Sampling techniques • Quality standards and practices • OHS practices, including hazard identification and control measures • Workplace practices	• Assessing results • Delegation of responsibilities within quality systems • Appropriate quality methodologies, their capabilities, limitations, applicability and contribution to outcomes • Sampling techniques • Quality standards and practices • OHS practices, including hazard identification and control measures • Workplace practices
17. Maintain records	Records are maintained and reports prepared.	• Recording and reporting practices	• Determining report requirements and present information in appropriate formats • Preparing reports • maintaining accurate records •

RANGE OF VARIABLES

VARIABLES	RANGE
10. Quality assurance	May include: 1.13 Developing and managing the system 1.14 Planning procedures development 1.15 Conducting audits and monitoring performance
11. Quality standards	May include: 2.18 sizing 2.19 labelling
12. OHS practices	May include: 3.5 manual handling techniques 3.6 standard operating procedures 3.7 personal protective equipment 3.8 safe materials handling 3.9 taking of rest breaks 3.10 ergonomic arrangement of workplaces 3.11 following marked walkways 3.12 safe storage of equipment 3.13 housekeeping 3.14 reporting accidents and incidents 3.15 environmental practices

EVIDENCE GUIDE

13. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Ensured relevant personnel are aware of quality assurance system and procedures 1.2 Monitored quality performance of work teams and ensure compliance 1.3 Allocated resource requirements 1.4 Determined information quality requirements 1.5 Implement information quality improvement strategies 1.6 Evaluated and assessed effectiveness of quality system and procedures 1.7 Maintained accurate records These aspects may be best assessed using a range of scenarios what ifs as a stimulus with a walk through forming part of the response. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.
14. Resource Implications	**Specific resources for assessment** 14.1. Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.
15. Methods of Assessment	**Competency in this unit may be assessed through:** 15.1. Written Test 15.2. Interview 15.3. Portfolio The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.
16. Context for Assessment	16.1. In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.