

CUL30111 Certificate III in Information and Cultural Services

Modification History

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

Description

This qualification reflects the role of individuals who use a broad range of skills and knowledge in a wide variety of environments.

Job roles

Possible job roles relevant to this qualification include:

- arts officer
- customer service officer – galleries, libraries, archives, records and museums
- gallery officer
- heritage officer
- library assistant
- library officer
- museum assistant
- museum officer
- records officer
- visitor liaison officer.

Pathways Information

Pathways into the qualification

Candidates entering this qualification may:

- have completed CUL20111 Certificate II in Information and Cultural Services or other relevant qualifications

OR

- have vocational experience in a range of work environments in support roles but with no formal qualifications.

Pathways from the qualification

After achieving this qualification, candidates may choose to undertake:

- CUL40111 Certificate IV in Library, Information and Cultural Services
- BSB41707 Certificate IV in Recordkeeping
- CUV40411 Certificate IV in Arts Administration
- CUL50111 Diploma of Library and Information Services
- studies at a higher education level.

Licensing/Regulatory Information

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification:
Communication	<ul style="list-style-type: none"> • communicating with peers and supervisors • contributing effectively to formal and informal work health and safety meetings • conveying meaning clearly, concisely and coherently • communicating in a culturally appropriate way with people from diverse backgrounds and people with diverse abilities • preparing simple documents, such as summary reports and memos for a range of target groups • reading organisational policies and procedures • writing simple instructions for routine tasks and interpreting information gained from correspondence • presenting relevant information in response to customer requirements • using a variety of words and language structures to explain sometimes complex ideas to different audiences
Teamwork	<ul style="list-style-type: none"> • consulting with relevant personnel • sharing information with colleagues
Problem-solving	<ul style="list-style-type: none"> • addressing problems when using software applications • analysing options in an emergency situation • identifying appropriate information sources • dealing with customer enquiries or complaints • negotiating variations and changes with clients within limits of own authority and referring to senior staff as required by policy and procedures
Initiative and enterprise	<ul style="list-style-type: none"> • reviewing and assessing search results and revising strategies within scope of own job role • sourcing information on industry development trends and emerging technologies • applying creativity and basic design skills to desktop published documents and websites • using social media tools to interact with clients

Employability skill	Industry/enterprise requirements for this qualification:
Planning and organising	<ul style="list-style-type: none"> • applying legislation, regulations and policies relating to client service • arranging, storing and retrieving information • sorting and processing information • maintaining information sources • monitoring currency of websites and updating content in a timely fashion
Self-management	<ul style="list-style-type: none"> • applying procedures relating to work health and safety and the environment in the context of client service • meeting deadlines and prioritising tasks • writing a personal résumé and job application letter
Learning	<ul style="list-style-type: none"> • developing required knowledge about services delivered to clients • requesting and responding to feedback from relevant personnel on own job performance • keeping up-to-date with industry developments and trends • seeking assistance and expert advice on the job
Technology	<ul style="list-style-type: none"> • accessing and downloading information from the internet • interpreting user online manuals and help functions • using standard software applications on a personal computer to enter text and numerical data • operating a printer • selecting and using technology appropriate to tasks • using social media application packages • setting up multimedia equipment for presentations

Packaging Rules

Total number of units = 12

6 core units *plus*

6 elective units of which:

- 4 units must be from Group A elective units below
- 2 units may be from Group A and/or Group B elective units below; and/or from a Certificate II, III or IV level qualification in any endorsed Training Package or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Core units

BSBCUS301A Deliver and monitor a service to customers

BSBOHS301B Apply knowledge of OHS legislation in the workplace

BSBWOR203A Work effectively with others

CULIND201A Develop and apply knowledge of information and cultural services

CULINL301A Develop and use information literacy skills

ICAICT203A Operate application software packages

Group A elective units

Administration

BSBCON401A Work effectively in a business continuity context

BSBINM301A Organise workplace information

BSBITU309A Produce desktop published documents

BSBMKG414B Undertake marketing activities

BSBSUS301A Implement and monitor environmentally sustainable work practices

CUAIND301A Work effectively in the creative arts industry

CUVATS301A Develop and apply knowledge of Aboriginal or Torres Strait Islander cultural arts

SIRXSLS001A Sell products and services

SITXCOM002A Work in a socially diverse environment

Collection management

CULCNM301A Catalogue objects into collections

CULCNM302A Develop and apply knowledge of archives

CULCNM303A Move and store collection material

Information management

BSBRKG301B Control records

BSBRKG302B Undertake disposal

BSBRKG303B Retrieve information from records

BSBRKG304B Maintain business records

BSBRKG305A Review recordkeeping functions

BSBRKG401B Review the status of a record

BSBRKG402B Provide information from and about records

BSBRKG404A Monitor and maintain records in an online environment

CULINM301A Use established cataloguing tools

CULINS301A Process and maintain information resources

Information technology

BSBEBU401A Review and maintain a website

CUFDIG303A Produce and prepare photo images

CULDMT301A Provide multimedia support

ICAWEB201A Use social media tools for collaboration and engagement

ICPMM321C Capture a digital image

ICPMM322C Edit a digital image

ICPPP322C Digitise images for reproduction

ICPPP397A Transfer digital files

Exhibitions and visitor programs

SITTGDE009A Interpret aspects of local Australian Indigenous culture

SITTVAF002A Provide a briefing or scripted commentary

Group B elective units

Exhibitions and visitor programs

CULEVP201A Assist with the presentation of public activities and events

Information management

CULINS201A Assist with circulation services

CULINS202A Process information resource orders

Information technology

ICAICT204A Operate a digital media technology package

Selecting elective units for different outcomes

The context for this qualification varies and this must guide the selection of elective units.

Examples of appropriate elective units for particular outcomes follow.

Arts officer

The following elective units could be included:

- BSBEBU401A Review and maintain a website
- BSBMKG414B Undertake marketing activities
- BSBITU309A Produce desktop published documents
- CULDMT301A Provide multimedia support
- CULEVP201A Assist with the presentation of public activities and events
- SITTVAF002A Provide a briefing or scripted commentary

Customer service officer (library)

The following elective units could be included:

- BSBEBU401A Review and maintain a website
- CULDMT301A Provide multimedia support
- CULINM301A Use established cataloguing tools
- CULINS201A Assist with circulation services
- CULINS202A Process information resource orders
- CULINS301A Process and maintain information resources

CUL40111 Certificate IV in Library, Information and Cultural Services

Modification History

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

Description

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Job roles

Possible job roles relevant to this qualification include:

- arts officer
- centre officer-in-charge
- client services officer
- curatorial assistant
- digital services officer
- gallery assistant or officer
- heritage officer
- information services assistant
- installation assistant
- library assistant or officer
- museum assistant or officer.

Pathways Information

Pathways into the qualification

Candidates entering this qualification may:

- have completed CUL30111 Certificate III in Information and Cultural Services, or other relevant qualifications

OR

- have vocational experience in a range of work environments in support roles but with no formal qualifications.

Pathways from the qualification

After achieving this qualification, candidates may choose to undertake CUL50111 Diploma of Library and Information Services or studies at a higher education level.

Licensing/Regulatory Information

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification:
Communication	<ul style="list-style-type: none"> • communicating with peers and supervisors • communicating, consulting and allowing participation in relation to work health and safety (WHS) issues • identifying and attempting to resolve misunderstandings due to cross-cultural issues • responding to the needs and expectations of different types of customers • presenting information to the public in an appropriate and engaging manner • providing relevant advice to others about copyright protection • reading and writing workplace documents and instructions
Teamwork	<ul style="list-style-type: none"> • consulting with relevant personnel • sharing information with colleagues
Problem-solving	<ul style="list-style-type: none"> • identifying and dealing with conflict situations and misunderstandings • addressing problems when using software applications • assessing and controlling risks • identifying a range of issues and information relating to copyright ownership and use • responding to and dealing with hazardous events
Initiative and enterprise	<ul style="list-style-type: none"> • correlating similarities and differences between information and cultural service organisations • linking philosophies, roles and funding to maximise effectiveness of own performance in the job • using industry knowledge and sourcing information to improve performance in the workplace • contributing ideas to assist with the design and development of interpretive displays
Planning and organising	<ul style="list-style-type: none"> • monitoring copyright policies and procedures and recommending action as required

Employability skill	Industry/enterprise requirements for this qualification:
	<ul style="list-style-type: none"> • monitoring risk control measures • keeping WHS records and using incident data to minimise WHS risks • reviewing and maintaining policies and procedures • reporting budgetary and resource needs • planning for contingencies
Self-management	<ul style="list-style-type: none"> • setting development goals • applying professional ethics and codes of practice • complying with workplace policies in areas such as equal employment opportunity, anti-discrimination policies, WHS and statutory requirements
Learning	<ul style="list-style-type: none"> • providing WHS training • reflecting on and enhancing own ability to contribute effectively in a work environment • seeking feedback and integrating constructive advice into own work performance
Technology	<ul style="list-style-type: none"> • searching library and information databases • accessing and downloading relevant information from the internet • interpreting user online manuals and help functions • using standard software applications on a personal computer to enter text and numerical data • selecting and using technology appropriate to tasks • using social media application packages • setting up multimedia equipment for presentations

Packaging Rules

Total number of units = 15

6 core units *plus*

9 elective units of which:

- 5 units must be from Group A elective units below
- at least 2 units must be from Group A and/or B elective units below
- up to 2 units may be from Group A, B, and/or C elective units below; or from a Certificate III, IV or Diploma level qualification in any endorsed Training Package or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Core units

BSBIPR401A Use and respect copyright

BSBWOR402A Promote team effectiveness

CUECOR03B Provide quality service to customers

CUEOHS01C Implement workplace health, safety and security procedures

CULDMT301A Provide multimedia support

CULIND401A Consolidate and maintain industry knowledge

Group A elective units

Library and information services

CULINM401A Complete a range of cataloguing activities

CULINM402A Use integrated library management systems

CULINS201A Assist with circulation services

CULINS401A Assist customers to access information

CULINS402A Obtain information from external and networked sources

CULINS403A Search library and information databases

Museum and gallery services

CULCNM401A Assess the significance of collection objects

CULCNM403A Record and maintain collection information

CULCNM404A Work with cultural material

CULEVP401A Present information on activities, events and public programs

CULEVP402A Design and develop interpretive displays

CULPRE401A Implement preventive conservation activities

Group B elective units

Administration

BSBCON401A Work effectively in a business continuity context

BSBRKG502B Manage and monitor business or records systems

Collection management

CULCNM402A Prepare display mounts for collection material

Information technology

BSBEBU401A Review and maintain a website

ICAWEB201A Use social media tools for collaboration and engagement

ICAWEB420A Write content for web pages
ICPPP422C Digitise complex images for reproduction
ICPPR386A Troubleshoot digital media

Exhibitions and visitor programs

CPCCOHS1001A Work safely in the construction industry
CULEVP403A Install and dismantle exhibition elements
SITTGDE006A Prepare and present tour commentaries or activities
SITTGDE007A Develop and maintain the general and regional knowledge required by guides
SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments
SITXMPR001A Coordinate production of brochures and marketing materials

Group C elective units

Administration

BSBSUS301A Implement and monitor environmentally sustainable work practices
BSBWOR301A Organise personal work priorities and development
BSBWRT301A Write simple documents
SISXFAC303A Implement facility maintenance program
TAEDEL301A Provide work skill instruction

Collection management

CULCNM301A Catalogue objects into collections
CULCNM302A Develop and apply knowledge of archives

Information management

CULINM301A Use established cataloguing tools
CULINS301A Process and maintain information resources

Information technology

ICAICT104A Use digital devices
ICAICT203A Operate application software packages

Selecting elective units for different outcomes

The context for this qualification varies and this must guide the selection of elective units. Examples of appropriate elective units for particular outcomes follow.

Library assistant

The following elective units could be included:

- BSBWOR301A Organise personal work priorities and development
- CULINM401A Complete a range of cataloguing activities
- CULINM402A Use integrated library management systems
- CULINS201A Assist with circulation services
- CULINS401A Assist customers to access information
- CULINS402A Obtain information from external and networked sources
- CULINS403A Search library and information databases
- SITXMPR001A Coordinate production of brochures and marketing materials
- TAEDEL301A Provide work skill instruction

Curatorial assistant

The following elective units could be included:

- BSBCON401A Work effectively in a business continuity context

- CULCNM401A Assess the significance of collection objects
- CULCNM403A Record and maintain collection information
- CULCNM404A Work with cultural material
- CULEVP401A Present information on activities, events and public programs
- CULEVP402A Design and develop interpretive displays
- CULPRE401A Implement preventive conservation activities
- ICAWEB420A Write content for web pages
- ICPPP422C Digitise complex images for reproduction

