

CUL20111 Certificate II 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 perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

Job roles

Possible job roles relevant to this qualification include:

- customer service officer – galleries, libraries, archives, records and museums
- library assistant
- gallery attendant
- museum attendant.

Pathways Information

Pathways into the qualification

Candidates entering this qualification may 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:

- CUL30111 Certificate III in Information and Cultural Services
- CUV30411 Certificate III in Arts Administration
- BSB30807 Certificate III in Recordkeeping
- CUL40111 Certificate IV in Library, Information and Cultural Services
- 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• conveying meaning clearly, concisely and coherently• communicating in a culturally appropriate way with people from diverse backgrounds and people with diverse abilities• interacting with customers• reading organisational policies and procedures• writing basic 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">• addressing problems when using software applications• analysing options in emergency situations• identifying appropriate information sources• dealing with customer enquiries or complaints• solving routine problems within scope of own responsibility
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• using social media tools to interact with customers• developing an attitude towards work and learning that involves asking questions
Planning and organising	<ul style="list-style-type: none">• arranging, storing and retrieving information• sorting and processing information
Self-management	<ul style="list-style-type: none">• following workplace procedures, particularly in relation to work health and safety• meeting deadlines and prioritising tasks• identifying opportunities to achieve career goals

Employability skill	Industry/enterprise requirements for this qualification:
	<ul style="list-style-type: none"> • writing a personal résumé and job application letter
Learning	<ul style="list-style-type: none"> • developing required product knowledge • 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 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 • operating a printer • selecting and using technology appropriate to tasks • using business technology • using social media application packages

Packaging Rules

Total number of units = 10

5 core units *plus*

5 elective units of which:

- 5 units may be from the elective units below
- 2 units may be from a Certificate II or III 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

BSBCUS201A Deliver a service to customers

BSBOHS201A Participate in OHS processes

BSBWOR203A Work effectively with others

CULIND201A Develop and apply knowledge of information and cultural services

ICAICT203A Operate application software packages

Elective units

Administration

BSBSUS201A Participate in environmentally sustainable work practices

BSBWOR204A Use business technology

CUEMAR01C Assist with marketing

CUFIND201A Develop and apply creative arts industry knowledge

PSPGOV208A Write routine workplace materials

SIRXSLS002A Advise on products and services

SITXCOM002A Work in a socially diverse environment

Collection management

CULCNM201A Monitor collections for changes in condition

Information management

BSBRKG301B Control records

BSBRKG303B Retrieve information from records

CULINS201A Assist with circulation services

CULINS202A Process information resource orders

Information technology

ICAICT104A Use digital devices

ICAICT204A Operate a digital media technology package

ICAWEB201A Use social media tools for collaboration and engagement

Exhibitions and visitor programs

CULEVP201A Assist with the presentation of public activities and events

CULEVP202A Provide visitors with venue information and assistance

CUVPRP202A Participate in planning work for a nominated site

CUVPRP203A Store finished creative work

SITTGDE001B Work as a guide

SITTGDE007A Develop and maintain the general and regional knowledge required by guides

SITTIND001B Develop and update tourism industry knowledge

SITXCCS001B Provide visitor information

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:

- CULEVP201A Assist with the presentation of public activities and events
- CULINL301A Develop and use information literacy skills
- CULINS201A Assist with circulation services
- CULINS202A Process information resource orders
- CULINS301A Process and maintain information resources

Customer service officer (cultural centre)

The following elective units could be included:

- CUEMAR01C Assist with marketing
- CUFIND201A Develop and apply creative arts industry knowledge
- CULEVP201A Assist with the presentation of public activities and events
- CULEVP202A Provide visitors with venue information and assistance
- ICAWEB201A Use social media tools for collaboration and engagement