

CHCCS312A**Use electronic learning materials****Description**

This unit deals with the skills and knowledge required to provide basic organisation and support of learning through the use of electronic learning materials

It involves the worker constructing and sustaining support processes to allow for learner engagement and management

Employability Skills

This unit contains Employability Skills

Application

This unit applies to work in a variety of learning contexts in the community sector

ELEMENT**PERFORMANCE CRITERIA**

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| 1. Prepare learning environment for use of electronic materials | 1.1 Identify and access <i>organisation resources</i> to support learning with electronic materials
1.2 Adapt and accommodate the <i>management of learning programs</i> to the use of electronic materials
1.3 Identify support mechanisms for learners
1.4 Organise access to <i>electronic learning materials</i> according to <i>organisation requirements</i>
1.5 Locate information to deal with potential <i>contingencies</i> |
| 2. Support the use of electronic learning materials | 2.1 Confirm management processes for electronic learning materials with supervisor
2.2 Obtain access to required technology according to individual requirements
2.3 Provide assistance to learners through a range of <i>support processes</i>
2.4 Use a management system to track learner progress in <i>using electronic learning materials</i>
2.5 Maintain records/checklists of learner's progress to identify any learning difficulties |
| 3. Mentor learners' technical competencies to effectively use electronic materials | 3.1 Use file management processes to enable the effective use of electronic learning materials
3.2 Use plug-ins, drivers and utility software as required to support learning activities
3.3 Use appropriate <i>communication technologies</i> in taking an electronic approach to learning |
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ELEMENT	PERFORMANCE CRITERIA
4. Support the review of the effectiveness of electronic materials	4.1 Obtain feedback from learners on their level of satisfaction with electronic materials using <i>set criteria</i> 4.2 Gather feedback from other <i>stakeholders</i> on the use of electronic materials within the organisation 4.3 Document identified areas for follow up or improvement and recommended changes in accordance with organisation requirements 4.4 Use feedback to provide reports to management and developers of electronic learning materials

REQUIRED SKILLS AND KNOWLEDGE

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively perform task skills; task management skills; contingency management skills and job/role environment skills as outlined in elements and performance criteria of this unit

These include knowledge of:

- Relevant legislation that affects organisation operations, especially in regard to occupational health and safety and environmental issues, equal opportunity, anti-discrimination and copyright
- Use of the internet
- Technology requirements for use of electronic learning materials
- Culture of electronic materials use versus classroom based learning
- Barriers to learners successfully using electronic materials
- Integrating use of electronic learning materials into organisation culture and processes

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Support learning using technology
- Use basic computer skills, including use of main programs and software endorsed by the organisation
- Use communication skills to gain feedback from learners and other stakeholders and to request support
- Use literacy skills to document learning outcomes
- Use problem solving for differing hardware/software profiles/hardware malfunctions

RANGE STATEMENT

Organisation resources may include:

- Equipment
- Electronic resources such as cds, dvds, memory cards, software, online courses
- Instruction manuals
- Supervisor's instructions

RANGE STATEMENT

Management of learning programs may include:

- Introduction to new work practices
- Introduction to new technology
- Application of new information
- Development and update of existing knowledge and skills
- Development of competencies to access and use information and communication

Electronic learning materials may include:

- Virtual schooling
- Online courses
- Learning objects
- E-learning programs
- Interactive software
- Computer games

Organisation requirements may include:

- Loan schedules
- Mail schedules
- Responsibility for replacement or repairs
- Purchasing requirements
- Materials management processes packaging
- Communication procedures
- Ordering processes

Contingencies may include

- Technological failure
- Inaccurate or irrelevant electronic content
- Difficulty of content within electronic materials
- Insufficient dedicated time available
- Management/business priorities taking precedence
- Differing hardware/software profiles

Support processes for learners may include:

- Communication with support staff
- Online tutor/facilitator
- Workplace mentor/coach/buddy
- Technical experts/help desk
- Learning/assessment partners
- Print-based materials
- Off-site learning environment

Communication technologies may include:

- Email
 - Teleconferences
 - Discussion boards
 - File transfer protocol
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RANGE STATEMENT

Set criteria may relate to:

- Content
- Presentation
- Technologies
- Team outcomes
- Personal outcomes
- Organisation outcomes

Stakeholders may include:

- Management
- HR personnel
- Teachers
- Learners/students
- Support services
- Others in workgroups/teams
- Host school