

CHCEDS316A**Comply with school administrative requirements****Description**

This unit deals with the skills and knowledge for education support workers to undertake administration and basic computer tasks in the education environment where administration is not the main focus of work

Employability Skills

This unit contains Employability Skills

Application

This unit applies to education support work in variety of contexts

This work is to be undertaken with appropriate guidance, support and supervision by a nominated teacher or other education professional

ELEMENT**PERFORMANCE CRITERIA**

1. Complete forms and documents as required

- 1.1 Access and select forms for appropriate purpose.
- 1.2 Complete *forms and documents* in accordance with the organisation policies and procedures
- 1.3 Complete templates using software provided

2. Store and access information appropriately

- 2.1 Store information in accordance with organisation guidelines
- 2.2 Provide *individuals* with access to information in accordance with organisation guidelines
- 2.3 Maintain *information of the organisation* in a confidential and secure manner
- 2.4 Report breaches of information security to the *relevant person*

3. Manage enquiries in accordance with school policy and procedures

- 3.1 Handle enquiries promptly according to organisation policy and procedures
 - 3.2 Use effective listening and speaking skills in *oral communication*
 - 3.3 Refer enquiries about student learning or progress to relevant person
 - 3.4 Record and distribute verbal, written and recorded messages in order of priority, urgency and policy and procedures
 - 3.5 Use communication equipment and information technology in accordance with school protocols
 - 3.6 Use telephone techniques and emails according to organisation policy and protocols
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ELEMENT	PERFORMANCE CRITERIA
4. Complete written documentation	4.1 Present <i>written information</i> and ideas in a clear and concise manner so that intended purpose is understood by the recipient 4.2 Complete and present documents within designated timeframes 4.3 Present written information to meet standards of style, format and accuracy
5. Use <i>technology</i> to support administrative and education support activities	5.1 Use available <i>technology</i> to address administrative responsibilities in line with organisation requirements 5.2 Use <i>word processing software</i> , formatting and editing to produce documents 5.2 Develop <i>simple spreadsheets</i> as required 5.3 Use the internet to search and access information 5.4 Insert <i>graphics</i> into a word processed document and print the document 5.5 Use relevant software to prepare and/or deliver basic presentations as required by work role

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:

- Policies and procedures of the organisation that apply to record-keeping and documentation preparation
- Policies of child safety, confidentiality, security and circulation of records
- Child safety legislation
- Privacy legislation
- Boundaries between teaching and education support roles in the provision of information about students

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Follow organisation policies and procedures for record-keeping
- Complete documents accurately
- Use communication methods effectively to meet recipient needs
- Demonstrate clear, concise and accurate communication skills with diverse range of individuals
- Follow organisation policies for preparing documents
- Set up and use basic functions of a desk top computer and printer
- Use accurate spelling, grammar and punctuation
- Use problem solving skills to redirect enquiries and establish confidentiality protocols
- Maintain secure records

ELEMENT**PERFORMANCE CRITERIA**

- Use effective time management for prioritising the distribution of information
- Use desktop computer and printer
- Apply the level of reading, writing, language and numeracy competence required to perform effectively in an education support role

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Forms and documents may include:

- Time sheets, rosters
- Contact registers including telephone calls
- Meeting registers, records and minutes
- Purchase orders and invoices
- Promotional materials, e.g. school brochures, newsletter
- Organisation policies and procedures
- Standard forms
- Accident and incident reports
- Attendance rolls
- Letters templates
- Invitation templates

Information of the organisation may include:

- Accounting records, e.g. receipts, petty cash payments, invoices
- Students records, e.g. statistics, student details, reports, etc.
- Stock records
- Assessment and referral records
- Records of interview
- Sign on/sign off sheets
- Forms
- Minutes of meetings
- Examples of student work e.g. folio/scrapbook/printed material from computers

Individuals will be determined by the organisation and may include:

- Teachers
 - Principals
 - Deputy principal
 - Auditors
 - Parents who have custody of a student
 - Legal guardians
 - Ambulance officers
 - Police and other emergency services personnel
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ELEMENT

Appropriate storage and maintenance of organisation information may include:

PERFORMANCE CRITERIA

- Manual and computer filing with security access controls applied as required
- Database stored on computer using security protocols of the systems/organisation
- Log books easily accessed and regularly completed
- Use of metal filing cabinets with locks
- Shutting down computer systems when leaving the workstation for an extended period
- Regular archiving of records
- Regular updating of staff and student records (e.g. changes of address, phone numbers)

Organisation policies and procedures may include those relating to:

- Confidentiality
- Security
- Filing and indexing
- Circulation
- Workplace health and safety
- Emergency evacuation and lock down procedures
- Child protection
- Professional boundaries

Oral communication may include:

- Answering telephone calls – e.g. listening skills, showing empathy, dealing with irate or distressed callers
- Requests to and from colleagues/students/ community members
- Liaising with fellow workers, students and external clients
- Informal discussions
- Answering enquiries from students and colleagues
- Use of negotiating skills
- Mentoring
- Translating
- Instructing

Written information may include but is not limited to:

- Handwritten and printed materials
- Email / Facsimiles
- Internal and external memos
- Briefing notes
- General correspondence
- Telephone messages
- Newsletters / Posters
- Proformas /Notices
- Student records/reports
- Student worksheets

ELEMENT

Word processing software functions may include:

PERFORMANCE CRITERIA

- Opening a new document
- Saving the document
- Print previewing
- Formatting
- Setting margins
- Use of colours
- Highlighting text
- Page and section breaks

Simple spreadsheets may include:

- Headings
- Basic formulae (e.g. sum, subtract, multiply)
- Alphabetical lists
- Different size columns and rows
- Text data
- Numerical data

Graphics may include:

- Photos
- Clip art
- Maps
- Drawings

Technology may include:

- Computer technology, such as laptops and personal computers
 - Digital cameras
 - Modems
 - Printers
 - Scanners
 - CD-ROMs
 - Photocopiers
 - Shredders
 - Binders
 - Laminators
 - Cutters
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