

This unit describes the performance outcomes, skills and knowledge required to implement the workplace information system. It involves the identification, acquisition, initial analysis and use of appropriate information, which plays a significant part in the organisation's effectiveness.

Designed for: This course is suitable for all frontline managers.

Duration: 1 day

Application of the unit: Frontline managers play a significant role in contributing to the organisation's effectiveness in identifying, acquiring, analysing and using appropriate information.

At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning and evaluation, leadership and guidance of others, and some discretion and judgement.

Elements and performance criteria:

Element	Performance criteria
Identify and source information needs	<ul style="list-style-type: none"> ▪ Determine and locate information required by teams ▪ Acquire and review information held by the organisation to determine suitability, accessibility, currency and reliability according to organisational policies
Collect, analyse and report information	<ul style="list-style-type: none"> ▪ Collect information, which is adequate and relevant to the needs of teams, in a timely manner ▪ Ensure information is in a format suitable for analysis, interpretation and dissemination ▪ Analyse information to identify and report relevant trends and developments in terms of the needs for which it was acquired
Implement information systems	<ul style="list-style-type: none"> ▪ Implement management information systems effectively to store, retrieve and regularly review data for decision making purposes ▪ Use technology available in the work area to manage information effectively ▪ Submit recommendations for improving the information
Prepare for information system changes	<ul style="list-style-type: none"> ▪ Collect information about information system future needs in consultation with colleagues, including those who have a specialist role in resource management ▪ Ensure estimates of information system future needs reflect the organisation's business plans, and customer and supplier requirements ▪ Support proposals to secure resources by clearly presenting submissions that describe realistic options, benefits, costs and outcomes ▪ Prepare team members to work with new technology and information system changes



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