

# UNIT OUTLINE



## CHCINM002 MEET COMMUNITY INFORMATION NEEDS

This unit describes the skills and knowledge required to work with community groups and individuals to identify and address their information needs.

### UNIT OBJECTIVES

On successful completion of this unit you will be able to:

1. Identify information requirements
2. Address information requirements
3. Evaluate and maintain quality information

### TRAINING AND SKILL PRACTICE

You will receive a copy of the smallPrint text book to support training in this unit.

The book focuses on the elements required to be successful in understanding and supplying information meet the needs of the community.

To support your training, you will be given a series of activities to complete which include researching opportunities to provide information, evaluating information for relevance to the community, communicating with families to understand their information needs, developing communication techniques and strategies, developing flyers and newsletters to convey information, encouraging feedback and input from stakeholders.

You are required to practice skills such as communication, research, writing, presentation techniques, and analysis.

### ASSESSMENT TASKS

For this unit assessment consists of a theory test, workplace observations and evidence gathering which build on the skills and knowledge required to ensure you are providing accurate and relevant information to the community. Assessment will ensure that you are able to determine the information needs of your community and determine effective ways to provide the information, using a range of sources and techniques. You will develop a newsletter or other information resource.

### FEEDBACK

Regular feedback is encouraged, and you can provide this to your Trainer at each visit or you are welcome to forward your comments direct to our administrative team. There is also a feedback section on our website which provides another option for you.

Should you wish to make a complaint or lodge an appeal please refer to your Terms and Conditions or our website for information on the procedure for this.

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## AVAILABLE SUPPORT

Your Trainer is available to you from 8:30am to 4:30pm each weekday and will provide you their contact details.

Alternately our office is available 8:30am to 4:30pm each weekday and our CEO is available 24 / 7.

Full contact details for our team are available on our website.

## REFERENCE MATERIAL

You will need access to sources of information from relevant areas, including Government Agencies and advisory committees.

You will need access to centre standards, policies and procedures including templates and tools for developing information resources.

Other reference material to support your training and assessment is listed at the end of the relevant textbook chapter.