

Errata

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Unit: CHCINM002 Meet community information needs

Resource: TAG

Update: Version 2.1 updated to Version 2.2

Affected pages: Page 56

Use the attached pages to update the affected document.

Solution 6

The NQS outlines criteria for evaluating information materials and addressing continuous improvement, such as the following:

- Do we have processes in place for reviewing and updating records and information on a regular basis?
- Is suitable information technology available to adequately manage administration, planning, evaluation and communication purposes, including for communication with families?
- Are systems in place to manage risk and enable the effective management and operation of a quality service?

Replaces:

Solution 6

Responses may include the following:

- What is the purpose of your resource?
- Where will stakeholders need to find the resource?
- What tone is appropriate to the resource (practical, professional, fun)?
- What mix of text and visuals will work best?
- What information is most important?
- How can you make your message easy to understand?
- What is a reasonable deadline – is the resource needed as soon as possible, in the short term or the long term?

- Having regular staff meetings
- Using the ACECQA website to research and cross check current information you may have or need
- Subscribing to newsletters, journals and other professional materials (digital or print)

Assessor comments:

Solution 5

In determining the appropriate format, Miriam should consider the following:

- What is the purpose of your resource?
- Where will stakeholders need to find the resource?
- What tone is appropriate to the resource (practical, professional, fun)?
- What mix of text and visuals will work best?
- What information is most important?
- How can you make your message easy to understand?
- What is a reasonable deadline – is the resource needed as soon as possible, in the short term or the long term?

Assessor comments:

Solution 6

The NQS addresses the following questions based upon Standard 7.3:

- Does the management of confidential information meet requirements?
- Do we have processes in place for reviewing and updating records and information on a regular basis?
- What is our practice in relation to retention and disposal of records?
- Are records at hand and kept for the required length of time?
- Is information technology available for administration, planning, evaluation and communication purposes, including for communication with families?
- Can we produce examples of internal communications, such as meeting minutes, distribution notices and staff bulletins?