



Australian Government

SITXCOM202 Provide a briefing or scripted commentary

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITTVAF002A Provide a briefing or scripted commentary. Unit re-categorised to Communication and Teamwork competency field to better reflect the content of the unit. Added sustainability.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to deliver information to a group using basic group communication and presentation techniques. Often the information would have been prepared or scripted by others.

Application of the Unit

This unit applies to individuals in all industry sectors who present information or commentary to a group of people, but who do not require the complete suite of presentation, commentary or public speaking skills. This could include those working in museums, attractions, on aircraft and in any business or community situation where oral communication to a group is required. They could be working under supervision or with guidance from others.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Present information to group.
 - 1.1 Welcome participants to *briefing, information session or tour* according to organisational procedures.
 - 1.2 Provide participants with information based on scripts and other briefing information.
 - 1.3 Outline *environmental* and *health and safety requirements*.
 - 1.4 Prepare participants for potential *changes to the environment*.
 - 1.5 Answer questions in a courteous and friendly manner.
2. Enhance presentation of information.
 - 2.1 Use communication and presentation techniques to enhance participant experience and make adjustments as needed.
 - 2.2 Show cultural and social sensitivity during the presentation.
 - 2.3 Use technical *presentation resources* as required.
3. Liaise with others.
 - 3.1 Maintain communication with team members and operators to ensure safe and efficient operations.
 - 3.2 Give correct and accurate signals where appropriate.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - present cohesive and audible group presentations
 - interact positively with participants and other team members
- literacy skills to read and interpret information scripts or other briefing information
- numeracy skills to address safety considerations, such as not exceeding numbers in a given location
- problem-solving skills to identify and respond to the need for adjustments to presentation.

Required knowledge

- group presentation techniques, including:
 - voice projection
 - body language
 - tonal variety
- how to tailor language to meet different group needs
- sustainability considerations relevant to the presentation and venue, including those related to:
 - conservation of resources
 - cultural protocols
 - handling of waste
 - minimising negative impact
- health and safety requirements for specific events and locations
- emergency procedures for specific events and locations.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- communicate information clearly in a group situation
- use group presentation techniques to enhance briefing or commentary on multiple occasions and for different groups
- demonstrate knowledge of health, safety and emergency procedures relevant to the venue or site.

Context of and specific resources for assessment

Assessment must ensure use of:

- an environment where a presentation would take place, e.g. visitor site or attraction
- equipment that supports the briefing or scripted commentary
- a group of people to whom the presentation is delivered.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the individual providing a briefing or scripted commentary
- written or oral questioning to assess knowledge of work health and safety issues and requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITTVAF301 Operate a ride location.

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. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

Briefing, information session or tour may be:

- crowd information session
- demonstration
- entertainment session
- ride
- safety briefing
- site familiarisation
- tour safety briefing.

Environmental requirements may relate to:

- conservation of resources
- cultural protocols
- handling of waste
- noise and other disturbance issues
- potential physical impacts on the environment.

Health and safety requirements may relate to:

- areas that are off-limits
- dress restrictions
- emergency procedures
- guidance on using equipment
- restrictions on talking or making noise in an area.

Changes to the environment may relate to:

- change in temperature, e.g. climate controlled facility
- possible safety restrictions, e.g. if group is entering a high risk area
- special effects on a tour
- warning about extraneous noise or other unusual activity.

Presentation resources may include:

- actors presenting a scripted show
- digital presentations
- loud speaker
- microphone
- monitors.

Unit Sector(s)

Cross-Sector

Competency Field

Communication and Teamwork