



Australian Government

**Assessment Requirements for
CHCCOM004 Present information to
stakeholder groups**

Release: 1

Assessment Requirements for CHCCOM004 Present information to stakeholder groups

Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. New unit.

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- organised and facilitated 2 presentations to groups of internal or external stakeholders including responding to questions, divergent viewpoints and conflict

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- organisation communication policies and procedures
- communication styles and techniques, including:
 - strategies for effective interpersonal communication
 - how communication style impacts on interpersonal communication
 - cross-cultural communication protocols
 - negotiation techniques
 - conflict resolution strategies and techniques
- group facilitation processes and techniques
- presentation techniques and use of appropriate media and technology

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including use of real workplace policies and procedures
- modelling typical workplace conditions, including:
 - interactions with clients and co-workers
 - presentations to groups of at least 3 people
 - typical workplace reporting processes
 - use of presentation media

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>