



Australian Government

**Assessment Requirements for
SITXCOM006 Source and present
information**

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- find and review current information on at least three of the following topics:
 - availability of products or services
 - customer service research, including feedback from customers about a particular product or service
 - features of the local area or environment in which the organisation operates
 - features of products or services supplied by the organisation
 - product supplier information
 - new workplace systems or equipment
 - product and service styles that would meet different customer and market requirements
- present the above information in a logical, well organised and professional manner within designated timeframes.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- types of information sources available and how to access them
- organisational guidelines on methods of presenting information:
 - verbal
 - written
 - diagrammatic
 - group discussion
 - multimedia
- importance of presenting information in a logical sequence and at an appropriate depth
- alternative presentation formats for special needs groups.

Assessment Conditions

Skills must be demonstrated in:

- an industry workplace; or

- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- current information and communications technology
- sources of information:
 - customer feedback
 - general and trade media
 - industry associations
 - industry marketing or research bodies
 - lectures and presentations
 - other colleagues and personnel
 - product suppliers
 - trade shows and exhibitions.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>