Australian Government

Department of Education, Employment and Workplace Relations

SITXADM002A Source and present information

Revision Number: 1

SITXADM002A Source and present information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to conduct basic research and present information in response to an identified need.
	The development and presentation of more complex or strategic reports is covered in SITXADM003A Write business documents. Complex market research for the development of products is covered by the range of Planning and Product Development units.
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments.
	Frontline operational personnel who work with some level of autonomy or under limited supervision and guidance from others would be responsible for sourcing and presenting information. They are likely to be responding to a request to source and present specific information to meet a given business need. The research and information required is likely to be of minimal complexity.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units   Nil

Employability Skills Information

Employability skills   The required outcomes described in this unit of competency
                               contain applicable facets of employability skills. The
                               Employability Skills Summary of the qualification in which this
                               unit is packaged will assist in identifying employability skills
                               requirements.

Elements and Performance Criteria Pre-Content

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Find information.	1.1 Identify a range of current and accurate information sources appropriate to the ***information to be sourced***.
	1.2 Access a range of ***information sources*** and assess for relevance and applicability.
	1.3 Obtain information within designated timelines.

ELEMENT	PERFORMANCE CRITERIA
2 Prepare and present information.	2.1 Review information and select content to suit the specific need.
	2.2 Draft text if required, including all appropriate information.
	2.3 Express information within the draft text clearly, concisely and accurately.
	2.4 Present information according to organisation guidelines and in a format appropriate to the circumstances.
	2.5 Deliver information to the appropriate person within designated timelines.

Service Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- basic research skills, encompassing:
    - identifying sources of required information, such as internet and industry journals
    - questioning and active listening skills to elicit information
    - note taking
    - sorting and processing information
- written and oral communication skills for conveying information clearly and concisely.

The following knowledge must be assessed as part of this unit:

- types of information resources available for a range of topics and how to access them
- methods of presenting information in a logical sequence and of an appropriate depth
- alternative presentation formats for special needs groups, such as large print
- organisational policies and procedures that relate to the presentation of information.

Evidence Guide

EVIDENCE GUIDE

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • ability to find and review current and correct information on various topics related to the particular information need • ability to present information in a logical, well-organised and appropriate manner • sourcing and providing information within typical workplace time constraints that meet determined deadlines.

EVIDENCE GUIDE

Context of and specific resources for assessment	Assessment must ensure:
	• that the candidate has accessed a fully equipped office environment using appropriate computers, printers, communication technology, information programs and publications to facilitate the processes involved in sourcing and presenting information
	• access to and use of current information and data
	• access to policies and procedures that relate to the sourcing and presentation of information.
Methods of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to source and present information. The following examples are appropriate for this unit:
	• project to research a work-related topic and deliver the information sourced in a brief written presentation
	• simple report with recommendations on a prospective product to be purchased
	• review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.
	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:
	• SITHIND001B Develop and update hospitality industry knowledge
	• SITTIND001B Develop and update tourism industry knowledge
	• SITXADM001A Perform office procedures.

EVIDENCE GUIDE

Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.
	Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

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 in the performance criteria is detailed below.

Information to be sourced may include:	• information from product suppliers, e.g. for sourcing a new supplier or product
	• information from other departments in the organisation, e.g. about available products or services
	• customer service research, e.g. getting feedback from customers about a particular product or service
	• product and service styles that would meet certain customer and market requirements
	• availability of training courses
	• information on new workplace systems or equipment.

RANGE STATEMENT

Information sources may include:

- other colleagues and personnel
- product suppliers
- general and trade media
- trade shows and exhibitions
- industry associations
- industry marketing or research bodies
- customer feedback
- lectures and presentations
- could be print-based or electronic, including:
  - reference books
  - internet.

Unit Sector(s)

Sector   Cross-Sector

Competency field

Competency field   Administration