



Australian Government

Department of Education, Employment and Workplace Relations

THTFAT03B Provide a site briefing or scripted commentary

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit deals with the skills and knowledge to provide a site briefing or scripted commentary for customers. As such, it requires the application of basic group communication and presentation techniques and the ability to deliver information effectively in a group situation. Generally the information would have been prepared or scripted by others. The unit does not therefore include the skills to develop and present commentaries or activities to the level required by a fully competent Guide. Those skills are found in the units THTFTG06B Prepare and present tour commentaries or activities and THTPPD05B Plan and develop interpretive activities.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Present information to customers	1.1 Welcome customers courteously according to enterprise procedures. 1.2 Provide customers with comprehensive, accurate and relevant information including any special requirements or directions. 1.3 Outline health and safety requirements according to enterprise procedures and specific restrictions. 1.4 Prepare customers appropriately for potential environment changes and situations which may occur. 1.5 Answer customer questions. in a courteous and friendly manner.
2 Enhance the presentation of information	2.1 Use communication and presentation techniques to enhance customer enjoyment of the experience 2.2 Ensure that personal presentation, appearance and grooming is appropriate to the environment. 2.3 Use positive and welcoming body language to the customer. 2.4 Show cultural and social sensitivity during the briefing. 2.5 Make use of technical presentation resources and use these correctly.
3 Liaise with team members	3.1 Maintain communication and co-operation with other team members/operators to ensure safe and efficient operations. 3.2 Give correct and accurate signals where appropriate.

Required Skills and Knowledge

Not applicable.

Evidence Guide

Essential Knowledge and Skills to be Assessed

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

health and safety requirements for specific events/locations

emergency procedures for specific events/locations

instructions to be given to customers

basic group presentation techniques including:

voice projection

body language

tailoring language to meet different group needs.

Linkages to Other Units

This unit has strong linkages to other Attractions and Theme Park units and combined training and assessment may be appropriate. For example:

THTFAT04B Operate a ride location

THTFAT06B Maintain safety in water based rides

THTFAT10B Operate an animal enclosure/exhibit

Critical Aspects of Assessment

Evidence of the following is critical:

knowledge of health, safety and emergency procedures

ability to clearly communicate information to customers

ability to use simple group presentation techniques to enhance briefing

Context of Assessment and Resource Implications

Assessment must ensure:

demonstration of skills through the presentation of a briefing or scripted commentary in an environment where such an event would generally take place (i.e. at a visitor site, within an attraction)

use of appropriate equipment to provide the briefing or scripted commentary.

Assessment Methods

Assessment methods must be chosen to ensure that the skills required to conduct a pre-event briefing can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

direct observation of the candidate providing a briefing or scripted commentary

written or oral questions or interview to test knowledge of occupational health and safety issues and requirements

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Key Competencies in this Unit

Key competencies are built into all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies

Collecting, Organising and Analysing Information

For example:

Reviewing scripted information in preparation for delivery (1)

Communicating Ideas and Information

For example:

Delivering information on health and safety requirements or site features (2)

Planning and Organising Activities

For example:

Organizing a series of briefings (1)

Working with Others and in Teams

For example:

Co-ordinating timings with colleagues (1)

Using Mathematical Ideas and Techniques

For example:

Timing the delivery length of a briefing (1)

Solving Problems

For example:

Dealing with a situation when amplification equipment fails (1)

Using Technology

For example:

Using a microphone to deliver the briefing (1)

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For example:

Using a microphone to deliver the briefing (1)

Range Statement

This unit applies mainly to the tourist attractions and theme park sector of the tourism industry but may also be appropriate in other contexts. The following explanations identify how this unit may be applied in different workplaces and circumstances.

Briefings or scripted commentaries may be used in the following contexts:

site tours
shows or entertainment sessions
safety briefings
rides
demonstrations
crowd information sessions.

Health and safety requirements may be related to:

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

Communication resources may include:

microphone
loud speaker
video presentation
monitors
actors - scripted show.

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Unit Sector(s)

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