



Australian Government

Department of Education, Employment and Workplace Relations

ACMCAN302A Prepare and present information to the public

Revision Number: 1

ACMCAN302A Prepare and present information to the public

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the process of preparing and presenting information to internal staff members and members of the public, and participating in other interpretative and learning functions within an animal care facility. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	This unit is applicable to wildlife animal keepers or carers who are expected to perform tasks under supervision. In addition to legal and ethical responsibilities, all units of competency in the ACM10 Animal Care and Management Training Package have the requirement for animals to be handled gently and calmly. The individual is required to exhibit appropriate care for animals so that stress and discomfort is minimised.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare a presentation	1.1. Audience is identified and objectives of the <i>presentation</i> are determined. 1.2. Plan of the presentation is developed and materials are selected to match the audience. 1.3. Presentation is trialled to ensure its objectives and learning outcomes are achieved.
2. Conduct presentation	2.1. <i>Public speaking skills</i> are used effectively to engage the audience. 2.2. <i>Visual aids</i> and other <i>presentation equipment</i> are used correctly to enhance the presentation. 2.3. Animals involved in the presentation are handled and/or utilised in accordance with <i>occupational health and safety (OHS)</i>, <i>animal welfare</i> and facility requirements. 2.4. Audience is encouraged to participate, where appropriate, and provide feedback. 2.5. Presentation is completed within required timeframe and <i>reviewed</i> with other staff.
3. Participate in other interpretive and learning activities	3.1. Interpretive and learning activities within the facility are analysed for accuracy and currency. 3.2. Information is adapted for a <i>broad range of clients</i>. 3.3. Information is prepared for exhibit signage and other text-based resources.
4. Assist in <i>media presentations</i>	4.1. Workplace policies on staff interaction with the media are clarified. 4.2. Interview techniques and media presentation protocols are defined in accordance with workplace policies. 4.3. Contributions are made to the preparation of information for media releases and interviews under supervision.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- employ safe and environmentally responsible organisational systems and procedures when handling and/or utilising animals
- implement facility policies and procedures
- review and improve presentations
- use interview techniques and media presentation protocols
- use presentation equipment effectively
- literacy skills to read and follow institutional policies and procedures, including OHS and waste management; follow sequenced written instructions; record accurately and legibly information collected; and select and apply procedures to a range of defined tasks
- oral communication skills/language to fulfil the job role as specified by the facility, including questioning techniques, active listening and consulting with supervisors
- numeracy skills to estimate, calculate and record routine workplace measures
- interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities
- problem-solving skills to use available resources and develop interesting presentations.

Required knowledge

- basic instructional design principles
- captive animal facility's policies and procedures, including OHS and emergency procedures
- communication procedures and systems, and technology relevant to the organisation and the individual's work responsibilities
- education policy and support materials of the Australasian Regional Association of Zoological Parks and Aquaria (ARAZPA)
- features of presentation equipment
- interpretive theory
- interview techniques and media presentation principles
- learning principles for the captive animal environment and for different age groups
- public speaking techniques
- relevant OHS and animal welfare legislative requirements and codes of practice
- safe animal handling techniques and procedures
- safe work practices
- subject matter for the presentation.

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, 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

The evidence required to demonstrate competence in this unit must be relevant to workplace operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit. Assessors should ensure that candidates can:

- plan presentations to meet desired objectives
- prepare and present information to a range of audiences
- use a range of materials and equipment as part of presentations
- review presentations and adjust accordingly
- assist in media presentations.

The skills and knowledge required to prepare and present information to the public must be transferable to a range of work environments and contexts and include the ability to deal with unplanned events.

Context of and specific resources for assessment

Assessment of this unit is to be practical in nature and will be most appropriately assessed in a captive animal workplace or in a situation that reproduces normal work conditions.

There must be access in either situation to suitable presentation venues, content material, animals to be used during presentations (if required) as well as the appropriate equipment and/or resources to enable one to demonstrate competence.

Method of assessment

To ensure consistency in one's performance, competency should be demonstrated, to industry defined standards, on more than one occasion over a period of time in order to cover a variety of circumstances and where possible, over a number of assessment activities.

EVIDENCE GUIDE	
	The assessment strategy must include practical skills assessment. Suggested strategies for this unit are: • written and/or oral assessment of candidate's required knowledge • observed, documented and first-hand testimonial evidence of candidate's application of practical tasks • simulation exercises that reproduce normal work conditions • third-party evidence • workplace documentation (e.g. presentation materials) • portfolio. This unit may be assessed in a holistic way with other units of competency relevant to the industry sector, workplace and job role.
Guidance information for assessment	Assessment methods should reflect workplace demands (e.g. literacy and numeracy demands) and the needs of particular target groups (e.g. people with disabilities, Aboriginal and Torres Strait Islander people, women, people with a language background other than English, youth and people from low socioeconomic backgrounds).

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, 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.

<i>Types of presentations</i> may include:	• interactive sessions • public presentations • lectures • seminars • workshops.
<i>Public speaking skills</i> may include:	• ability to relate to the particular audience • body language • eye contact • voice control.
<i>Visual aids</i> may include:	• animals • charts • electronic presentations • handouts • overhead transparencies • slides.
<i>Presentation equipment</i> may include:	• computers • mobile microphones • props • overhead and data projectors.
<i>OHS</i> risks when handling animals may include:	• animal bites, envenomation, kicks, scratches and crush injuries • biological hazardous waste and sharps disposal • handling of chemicals and medicines • gas leakage • inhalation of aerosol particles • intraocular contamination • manual handling, including carrying, lifting and shifting • needle pricks and cuts from other sharps • release of infective agents (animal and human) • slippery or uneven work surfaces • zoonoses.

RANGE STATEMENT	
<i>Animal welfare</i> considerations will include:	• dispensing treats • limiting time involvement in presentations • minimising stress • using correct handling procedures.
<i>Reviewing</i> a presentation may include:	• analysing participant feedback and peer comments • revising the presentation and support materials.
<i>Broad range of clients</i> may include:	• internal clients: • other staff • management • external clients: • educational groups (primary, secondary and tertiary) • members of the public • personnel from government bodies or other captive animal institutions • visiting dignitaries.
<i>Media presentations</i> may include:	• assistance with the preparation of information for the institution's media department, media releases and interviews.

Unit Sector(s)

Unit sector	Captive animals
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Competency field

Competency field	
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Co-requisite units

Co-requisite units	

Co-requisite units		