



Australian Government

Department of Education, Employment and Workplace Relations

ACMGAS210A Prepare for and conduct a tour or presentation

Revision Number: 1

ACMGAS210A Prepare for and conduct a tour or presentation

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the process of preparing for a tour or presentation within an animal care facility and conducting it to meet the needs of a wide range of audiences. 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 those working in animal care industry sectors where tours or presentations are conducted. The tour may be a regular part of business operations, such as in a captive animal facility or it may be a promotional activity aimed at attracting new clients, such as a boarding kennel. In addition to legal and ethical responsibilities, all units of competency in the 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 for tour or presentation	1.1. Appropriate identification and/or uniform are worn whilst on duty in accordance with facility policies and procedures. 1.2. Purpose of tour or presentation is confirmed with supervisor. 1.3. Daily information sheets, if provided, are read and queries are clarified with the supervisor. 1.4. Materials and equipment are collected ready for presentation. 1.5. Standard tour or presentation is adjusted to meet specific group needs.
2. Conduct tour or presentation	2.1. Public speaking and presentation skills are used effectively to engage the audience. 2.2. Current and accurate information is provided in a format suitable for the group. 2.3. Animals, if used, are treated humanely and handled in accordance with facility and occupational health and safety (OHS) requirements. 2.4. Audience members are encouraged to ask questions and participate where appropriate. 2.5. The tour or presentation is completed within the required timeframe and in accordance with the group's needs.
3. Return animals and/or resources after the presentation	3.1. Animals, if used, are returned safely to their section. 3.2. Animals' behaviour and food intake are recorded and reported to the supervisor. 3.3. Materials and equipment are checked and returned to the appropriate area. 3.4. Feedback on tour or presentation is provided to the supervisor in accordance with facility policies and procedures.

Required Skills and Knowledge

Required skills

- apply effective presentation and public speaking skills
- employ safe and environmentally responsible organisational systems and procedures when handling and working with animals
- use presentation equipment effectively
- use a two-way radio or other communication methods as required
- literacy skills to read and follow facility policies and procedures, including OHS; follow sequenced written instructions; and select and follow procedures for a range of 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
- use 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 engage an audience in a limited period of time.

Required knowledge

- animals at the animal care facility, their habitats and species general natural history
- animal care facility's structure and function
- basic ecology
- basic animal adaptation and behaviour
- OHS and animal welfare legislative requirements and codes of practice
- organisation policies and procedures, including OHS and emergency procedures
- principles of animal welfare and ethics
- public speaking techniques
- subject matter for the tour
- two-way radio and other communication procedures.

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: • prepare for and present guided tours or presentations for a range of audiences with different information needs • communicate effectively with a wide range of people • listen and respond to enquiries from members of the public • follow OHS and emergency procedures as required. The skills and knowledge required to prepare for and conduct a tour or presentation 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 an animal care workplace or in a situation that reproduces normal work conditions. Workplaces can include captive animal, companion animal services, animal control and regulation and veterinary facilities. There must be access to relevant information, 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 • presentation documentation • 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>Tour or presentation</i> may include:	• guided tours and presentations for individuals or small and large groups, including members of the public, school groups and specific tourist groups • specific promotional tours of animal care facilities aimed at attracting new clients or providing animal care advice to current clients.
<i>Materials and equipment</i> may include:	• display items on touch tables • education brochures • electronic audiovisual equipment • enticement food • maps of the facility • marketing materials • torches • two-way radios • toys.
<i>Specific group needs</i> may depend on:	• audience characteristics (e.g. age, gender, overseas visitors, disabilities or familiarity with the topic) • nature of the occasion • style of the venue and whether the session involves interaction with animals.
<i>Public speaking and presentation skills</i> may include:	• ability to relate to the particular audience • body language • dress • eye contact • humour • listening techniques • voice control.
<i>OHS</i> risks when working with animals may include:	• animal bites, envenomation, kicks, scratches and crush injuries • biological hazardous waste and sharps

RANGE STATEMENT

	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.
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Unit Sector(s)

Unit sector	General animal studies
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		