



Australian Government

CHCCOM004 Present information to stakeholder groups

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. New unit.

Application

This unit describes the skills and knowledge required to apply high level communication skills in interactions with stakeholders.

This unit applies to all workers responsible for communicating organisation-specific information to a group of stakeholders. Stakeholder groups may be external or internal, including clients, service providers, colleagues or managers.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1. Identify communication strategies for specific stakeholders

1.1 Analyse the target group, their needs and communication preferences
1.2 Research information relevant to the target audience
1.3 Select communication strategy for internal and external dissemination of information in line with organisation standards

2. Provide presentations to a range of groups and facilitate discussion

2.1 Develop presentations using technology and resources in line with organisation standards
2.2 Present information clearly and sequentially, with consideration to timelines and audience

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

2.3 Identify and address additional information needs of individuals

2.4 Respond to questions from the audience and encourage contributions to discussion

2.5 Monitor participation and input by group members

3. Resolve conflicts

3.1 Table divergent views and identify key issues and barriers to resolution

3.2 Use listening, reframing, questioning, providing feedback and negotiating to explore and clarify issues

3.3 Negotiate issues and barriers with stakeholders to facilitate mutually acceptable outcomes

3.4 Refer or follow escalation procedures to address unresolved issues or conflicts as required

4. Close the discussion

4.1 Confirm next steps and follow up requirements

4.2 Obtain feedback from stakeholders and/or colleagues and identify opportunities for improvement

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCCOM004 Present information to stakeholder groups

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- organised and facilitated 2 presentations to groups of internal or external stakeholders including responding to questions, divergent viewpoints and conflict

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- organisation communication policies and procedures
- communication styles and techniques, including:
 - strategies for effective interpersonal communication
 - how communication style impacts on interpersonal communication
 - cross-cultural communication protocols
 - negotiation techniques
 - conflict resolution strategies and techniques
- group facilitation processes and techniques
- presentation techniques and use of appropriate media and technology

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including use of real workplace policies and procedures
- modelling typical workplace conditions, including:
 - interactions with clients and co-workers
 - presentations to groups of at least 3 people
 - typical workplace reporting processes
 - use of presentation media

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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