



Australian Government

CUAEVP401 Present information on activities, events and public programs

Release: 1

CUAEVP401 Present information on activities, events and public programs

Modification History

Release	Comments
Release 1	This version first released with CUA Creative Arts and Culture Training Package version 2.0.

Application

This unit describes the skills and knowledge required to prepare and present information on activities, events and public programs to different customer groups. The unit involves integrating effective interpretation and communication techniques into an engaging presentation and delivering it according to established guidelines.

It applies to individuals who present information in on activities, events and public programs. It applies in a broad range of industry contexts.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Cultural services - exhibitions and visitor programs

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan delivery of information	1.1 Confirm details of activity, event or public program with relevant personnel 1.2 Plan required delivery sequence and method to achieve established objectives 1.3 Identify and access or prepare facilities, resources and support materials required for presentation delivery
2. Prepare presentation	2.1 Source or develop content for presentation of information, seeking expert advice on the subject matter where required 2.2 Identify appropriate interpretive and presentation techniques to

ELEMENT	PERFORMANCE CRITERIA
	be used that combine entertainment and learning and enhance audience engagement 2.3 Finalise tailored presentations that meet the specific needs of audience within required timeframes
3. Deliver presentation	3.1 Present accurate and relevant information in a manner consistent with cultural and social sensitivities and organisational requirements 3.2 Adjust presentation delivery based on audience response, unexpected events or changes in circumstances 3.3 Provide opportunities for audience participation where appropriate 3.4 Identify and resolve problems promptly within scope of own role 3.5 Implement contingency plans or refer to appropriate personnel as required
4. Evaluate feedback	4.1 Seek formal or informal feedback from participants and colleagues according to organisational procedures and established evaluation methods 4.2 Monitor participation levels and provide attendance and participation information to relevant personnel 4.3 Revise supporting documentation incorporating feedback where appropriate

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	3.1, 4.1	- Checks completeness and accuracy of information - Interprets a wide range of sources to identify and tailor relevant key information
Writing	2.1, 2.3, 4.1, 4.3	- Uses clear, specific and industry-related terminology to complete and update workplace documentation - Prepares information for presentation and evaluation purposes using language, format and style appropriate to the audience and purpose
Oral	3.1, 3.2, 3.3, 4.1	Participates in a verbal exchange of ideas/solutions and

communication		uses detailed and clear language to clarify and present information according to requirements and audience • Uses a range of verbal responses and makes adjustments according to audience reactions
Numeracy	4.2	• Uses basic arithmetic to calculate timing and duration of presentation and participation data
Navigate the world of work	3.1, 3.4, 4.1	• Takes personal responsibility for following explicit and implicit policies and procedures • Accepts responsibility for and ownership of tasks
Interact with others	1.1, 3.2, 3.3, 3.5, 4.1, 4.2	• Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role • Adapts personal communication style to show respect for the opinions, values and particular needs of others • Works collaboratively with others
Get the work done	1.2, 1.3, 2.1, 2.3, 3.2, 3.3, 3.4, 3.5, 4.3	• Takes responsibility for planning and organising own workload to meet deadlines • Determines job resources and equipment and works logically and systematically to undertake clearly defined and familiar tasks • Accepts responsibility for addressing less predictable problems and responds intuitively to those requiring immediate resolution • Applies analytical and lateral thinking to the process of creating effective presentation material and activities • Uses the main features and functions of digital tools to complete work tasks and present information in effective ways

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
CUA EVP401 Present information on activities, events and public programs	CULEVP401A Present information on activities, events and public programs	Updated to meet Standards for Training Packages and clarify intent.	Equivalent Unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5>

Assessment Requirements for CUA EVP401 Present information on activities, events and public programs

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Performance Evidence

Evidence of the ability to:

- translate understanding of required information, objectives, and type of audience into engaging presentations within required timeframes
- effectively use and adapt a range of interpretation and presentation techniques to present information that meets the various needs of different audiences, including those with special needs
- engage audiences in the delivery of above presentations as part of an activity, event or public program
- identify and resolve problems or implement contingency plans during presentations
- obtain and respond to formal and informal participant feedback in accordance with workplace procedures and requirements.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- list available sources of expert advice on the relevant subject matter
- identify features of policies, procedures and practices relating to the provision of public activities, events and programs
- discuss the needs and expectations of different customer groups, including potential cross-cultural communication requirements and protocols
- outline presentation techniques that could be used with a range of customer groups
- explain typical resources required for delivery of activities relevant to the workplace context.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in creative arts industry environments. The assessment environment must include access to:

- an activity, event or public program in a venue or site where information must be delivered
- an opportunity to present to and interact with a customer group of a size and nature that reflects a typical work environment.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational educational and training legislation, frameworks and/or standards.

Links

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