



Australian Government

CUAEVP411 Present information on activities, events or public programs

Release: 2

CUAEVP411 Present information on activities, events or public programs

Modification History

Release	Comments
Release 2	This version was released with CUA Creative Arts and Culture Training Package Version 4.1. Minor edit to Application statement.
Release 1	This version first released with CUA Creative Arts and Culture Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to prepare and present information on activities, events or 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 on activities, events or 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 delivery sequence and method to achieve objectives 1.3 Prepare facilities, resources and support materials for

ELEMENT	PERFORMANCE CRITERIA
	presentation delivery
2. Prepare presentation	2.1 Produce content for presentation, seeking expert advice on the subject matter where required 2.2 Identify appropriate presentation techniques to enhance audience engagement 2.3 Finalise presentation to meet objectives
3. Deliver presentation	3.1 Present accurate and relevant information in accordance with cultural and social sensitivities and organisational policies 3.2 Adjust presentation delivery according to audience, event or circumstance 3.3 Provide opportunities for audience participation 3.4 Identify problems and resolve or implement a contingency plan
4. Evaluate feedback	4.1 Seek formal or informal feedback from participants and colleagues according to organisational policies and procedures 4.2 Report attendance and participation information 4.3 Revise documentation incorporating feedback

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	- Checks completeness and accuracy of information - Interprets a wide range of sources to identify and tailor relevant key information
Writing	- 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 communication	- Participates in a verbal exchange of ideas/solutions and 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	• Uses basic arithmetic to calculate timing and duration of presentation and participation data
Navigate the world of work	• Takes personal responsibility for following explicit and implicit policies and procedures • Accepts responsibility for and ownership of tasks
Interact with others	• 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	• 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 EVP411 Present information on activities, events or public programs (Release 2)	CUA EVP411 Present information on activities, events or public programs (Release 1)	Minor edits to Application statement.	Equivalent Unit

Links

Companion Volumes are available from VETNet -

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

Assessment Requirements for CUA EVP411 Present information on activities, events or public programs

Modification History

Release	Comments
Release 2	This version was released with CUA Creative Arts and Culture Training Package Version 4.1. Minor edit to Application statement.
Release 1	This version first released with CUA Creative Arts and Culture Training Package Version 4.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements and performance criteria of this unit; including evidence of the ability to:

- deliver information on activities, events or public programs through an engaging presentation meeting the set objectives
- 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 during the delivery of a presentation
- identify and resolve problems or implement contingency plans during presentations
- obtain and respond to formal and informal participant feedback.

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

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes:

- sources of expert advice on the relevant subject matter
- key features of policies, procedures and practices relating to the provision of public activities, events or programs
- appropriate communication techniques and language to present to people from a broad range of backgrounds, cross-cultural groups and people with disabilities
- presentation techniques that could be used with a range of customer groups
- resources required for delivery of activities relevant to the workplace context.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a creative arts working environment or workplace. This includes 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
- technology, software and consumables required to access information and develop presentations

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

Links

Companion Volumes are available from VETNet -

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