



Australian Government

LGACOR006 Provide public education

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide education and information to the public on issues of public importance.

It requires the ability to recognise the unique role councils can play in educating the public on matters of interest and concern and to identify the information needs, determine the appropriate communication and education channels and methods, provide education to the public and evaluate the educational programs.

The unit is appropriate for those responsible for developing public education programs.

This unit applies to individuals who work in local government.

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

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

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

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

1. Determine public education requirements.

- 1.1. Interpret legislation and organisational policy, analyse public inquiries and compliance levels and consult with stakeholders to identify public education needs.
- 1.2. Analyse public education needs to develop public educational objectives and define public education target groups.

2. Develop public education.

- 2.1. Design public education program to meet public educational objectives and target group needs.

- 2.2. Check and confirm public education program cost effectiveness and target group accessibility.
 - 2.3. Prepare public education materials suitable for target group and public education topic.
3. Deliver public education.
 - 3.1. Set up and operate presentation equipment according to manufacturer instructions.
 - 3.2. Present information using language appropriate for the target group.
 - 3.3. Provide opportunities for target group to confirm understanding and seek clarification.
 - 3.4. Respond to target group questions.
 - 3.5. Provide information on community, government and industry services available to the target group.
 - 3.6. Maintain public education records according to organisational policies and procedures.
4. Review public education.
 - 4.1. Seek feedback to support evaluation of the public education program.
 - 4.2. Analyse feedback public education objectives to identify gaps and opportunities for improvement.
 - 4.3. Document and submit evaluation report.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Oral communication skills to:	• present information to the public clearly and accurately.
Numeracy skills to:	• interpret, use, record and discuss public education schedule and cost information.
Technology skills to:	• use technology to prepare and deliver public education presentations.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGACOR006 Provide public education

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide one public education program to meet an identified public information need for a defined target group.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to providing public education
- organisational structure and services
- adult education principles
- methods used to develop and design public education programs
- presentation techniques and equipment
- sources of information on issues of public importance
- strategies to seek feedback and evaluate programs for improvement.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to providing public education
- members of a target group
- presentation equipment
- presentation venue.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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