



Australian Government

SIFXMPR002 Make presentations to community groups

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare, deliver and review presentations on funeral services topics to a range of target audiences. It applies to funeral home and cemetery and crematorium staff who present to various student and community groups according to work health and safety, relevant legislation and workplace policies and procedures.

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

Competency Field

Marketing and Public Relations

Unit Sector

Cross-Sector

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. Prepare presentations.	1.1 Liaise with appropriate staff to identify presentation requirements. 1.2 Select presentation strategies to meet presentation requirements. 1.3 Select and prepare aids and materials to support delivery of presentations according to presentation strategies and audience requirements.
2. Address student and community groups.	2.1 Schedule presentations according to client requirements. 2.2 Provide client groups with general information about the funeral services industry as required. 2.3 Address client groups according to workplace policies and procedures. 2.4 Identify and use instruction and communication techniques

appropriate for client group.

- 3. Evaluate liaison activities.
 - 3.1 Apply feedback and review processes according to workplace policies and procedures.
 - 3.2 Undertake self-assessment of performance.
 - 3.3 Respond to feedback from audience.

Foundation Skills

This section describes those 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

SIFCCS003A Liaise with community.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>

Assessment Requirements for SIFXMPR002 Make presentations to community groups

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- prepare and present to a range of target audiences using appropriate presentation strategies, techniques and aids that enhance target audience understanding of key concepts and ideas
- review and evaluate performance.

Evidence of performance of presenting to at least two different groups is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- information sources on funeral services industry structure and protocols
- range of funeral services industry and funeral, burial and cremation practices
- social, religious and cultural differences and traditions that may impact on audiences
- presentation methods and strategies
- presentation resources and equipment
- methods for evaluating presentation performance and audience expectations
- workplace policies and procedures relating to workplace communication and public relations.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that is as industry realistic as possible. In a simulated environment, it is essential that assessment is conducted:

- using suitable facilities, equipment and resources, including:
 - a commercially realistic delivery environment, in a group delivery environment, meeting room or in a conference, school or community venue
 - presentation equipment and aids appropriate for the operational context of delivering the presentation
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - interaction with groups

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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