



Australian Government

SITXCOM001 Source and present information

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to conduct basic research and present information in response to an identified need.

The unit applies to all industry sectors and to any individual who needs to use very basic research and presentation skills in the workplace. People working under supervision would undertake this role.

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

Pre-requisite Unit

Nil

Competency Field

Communication and Teamwork

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. Source information.	1.1. Identify current information sources appropriate to the information to be sourced. 1.2. Access information sources and review for relevance. 1.3. Obtain information within designated timelines.
2. Prepare and present information.	2.1. Review information and select content to suit the specific need. 2.2. Draft text if required, including appropriate information. 2.3. Express information clearly, concisely and accurately. 2.4. Present information according to organisational guidelines

and in a format appropriate to circumstances and audience.
2.5.Deliver information to appropriate person within designated timelines.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• source and interpret information on familiar topics.
Writing skills to:	• record simple information using an established format.
Oral communication skills to:	• present simple information clearly and logically.
Learning skills to:	• identify and approach a more experienced worker for help.
Self-management skills to:	• meet organisational requirements when sourcing and presenting required information.
Technology skills to:	• use the internet as a research tool.

Unit Mapping Information

SITXCOM101 Source and present information

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITXCOM001 Source and present information

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:

- find and review current information on at least three of the following topics:
 - availability of products or services
 - customer service research, such as feedback from customers about a particular product or service
 - information from other departments in the organisation, such as available products or services
 - product supplier information
 - new workplace systems or equipment
 - product and service styles that would meet different customer and market requirements
- prepare a presentation on the above information in a logical, well organised and professional manner within designated timeframes.

Knowledge Evidence

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

- types of information resources available and how to access them
- methods of presenting information:
 - verbal
 - written
 - diagrammatic
 - group discussion
 - multimedia
- importance of presenting information in a logical sequence and at an appropriate depth
- alternative presentation formats for special needs groups.

Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- current information and communications technology
- sources of information:
 - customer feedback
 - general and trade media
 - industry associations
 - industry marketing or research bodies
 - lectures and presentations
 - other colleagues and personnel
 - product suppliers
 - trade shows and exhibitions.

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

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