



Australian Government

SITXCOM003 Provide a briefing or scripted commentary

Release: 1

SITXCOM003 Provide a briefing or scripted commentary

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to deliver information to a group using basic group communication and presentation techniques. Often the information would have been prepared or scripted by others.

The unit applies to individuals in all industry sectors who present information or commentary to a group of people, but who do not require the complete suite of presentation, commentary or public speaking skills. This could include those working in museums, attractions, on aircraft and in any business or community situation where oral communication to a group is required. They could be working under supervision or with guidance from others.

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. Present information to group.	1.1.Welcome participants to briefing, information session or tour according to organisational procedures. 1.2.Provide participants with information based on scripts and other briefing information. 1.3.Outline environmental and health and safety requirements, and any potential changes to the environment. 1.4.Answer questions in a courteous and friendly manner.

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| 2. Enhance presentation of information. | 2.1. Use communication and presentation techniques to enhance participant experience and make adjustments as needed.
2.2. Show cultural and social sensitivity during the presentation.
2.3. Use technical presentation resources as required. |
| 3. Liaise with others. | 3.1. Maintain communication with team members and operators to ensure safe and efficient operations.
3.2. Give correct and accurate signals where appropriate. |

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:	interpret information scripts or other briefing information.
Oral communication skills to:	- present cohesive and audible group presentations - interact positively with participants and other team members.
Numeracy skills to:	address safety considerations and not exceed safe number of participants in a given location.
Problem-solving skills to:	identify and respond to the need to adjust presentation.
Technology skills to:	use technology required for briefing or commentary.

Unit Mapping Information

SITXCOM202 Provide a briefing or scripted commentary

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dffa092694>

Assessment Requirements for SITXCOM003 Provide a briefing or scripted commentary

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:

- communicate information relating to one or more of the following situations to at least three different groups of people:
 - crowd information session
 - entertainment session
 - product, service or instructional demonstration
 - ride information
 - safety briefing
 - site familiarisation
- use group presentation techniques to enhance each of the above briefings or commentary.

Knowledge Evidence

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

- group presentation techniques:
 - voice projection
 - body language
 - tonal variety
- how to tailor language to meet different group needs
- sustainability considerations relevant to the presentation and venue:
 - conserving resources
 - observing cultural protocols
 - handling waste
 - minimising negative impact
- health and safety requirements for specific events and locations
- emergency procedures for specific events and locations.

Assessment Conditions

Skills must be demonstrated in an operational tourism, travel, hospitality or events environment where a presentation would take place. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- presentation equipment that supports the briefing or scripted commentary:
 - digital presentations
 - loud speaker
 - microphone
 - monitors
- a group of people to whom the presentation is delivered; these can be:
 - customers in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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

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