



Australian Government

SITXCOM006 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.

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

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

Elements describe the essential outcomes

1. Source information.
2. Prepare and present information.

PERFORMANCE CRITERIA

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

- 1.1. Identify current sources appropriate to the information required.
- 1.2. Access information sources and review for relevance.
- 1.3. Obtain information according to organisational requirements.
- 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 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 assistance.
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

Supersedes and is equivalent to SITXCOM001 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 SITXCOM006 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, including feedback from customers about a particular product or service
 - features of the local area or environment in which the organisation operates
 - features of products or services supplied by the organisation
 - product supplier information
 - new workplace systems or equipment
 - product and service styles that would meet different customer and market requirements
- present 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 sources available and how to access them
- organisational guidelines on 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; or
- a simulated industry environment set up for the purposes of assessment.

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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