



Australian Government

Department of Education, Employment and Workplace Relations

SITTVAF002A Provide a briefing or scripted commentary

Revision Number: 1

SITTVAF002A Provide a briefing or scripted commentary

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide a briefing or scripted commentary for customers. It requires basic group communication and presentation techniques and the ability to deliver information effectively in a group situation. Often the information would have been prepared or scripted by others.

The unit does not include the skills to develop and present commentaries or activities to the level required by a fully competent guide. Those skills are found in SITTGDE006A Prepare and present tour commentaries or activities and SITTPPD005A Plan and develop interpretive activities.

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

Application of the Unit

Application of the unit

This unit applies to individuals who need to present information or commentary to a group of people but who do not require the complete suite of presentation, commentary or public speaking skills.

Typically this unit might apply to individuals working in museums, attractions, on aircraft and in any business or community situation where oral communication to a group is required.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---------------------------------|---|
| 1 Present information to group. | 1.1 Welcome participants to the <i>briefing, information session or tour</i> according to organisation procedures. |
| | 1.2 Provide participants with comprehensive, accurate and relevant information, including any special requirements or directions. |

ELEMENT**PERFORMANCE CRITERIA**

- | | | |
|---|--|---|
| | 1.3 | Outline <i>health and safety requirements</i> according to organisation procedures and specific restrictions. |
| | 1.4 | Prepare participants appropriately for potential <i>changes to the environment</i> . |
| | 1.5 | Answer questions in a courteous and friendly manner. |
| 2 | Enhance the presentation of information. | |
| | 2.1 | Use communication and presentation techniques to enhance participant experience. |
| | 2.2 | Ensure that personal presentation, appearance and grooming are appropriate to the environment. |
| | 2.3 | Use positive and welcoming body language. |
| | 2.4 | Show cultural and social sensitivity during the presentation. |
| | 2.5 | Correctly use relevant technical <i>presentation resources</i> . |
| 3 | Liaise with team members. | |
| | 3.1 | Maintain communication and cooperation with other team members and operators to ensure safe and efficient operations. |
| | 3.2 | Give correct and accurate signals where appropriate. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- presentation and communication skills to present cohesive and audible group presentations and interact effectively with participants
- literacy skills to read and interpret information scripts or other briefing information
- numeracy skills to address required safety considerations, such as not exceeding numbers in a given location.

The following knowledge must be assessed as part of this unit:

- health and safety requirements for specific events and locations
- emergency procedures for specific events and locations
- basic group presentation techniques, including:
 - voice projection
 - body language
 - tonal variety
- how to tailor language to meet different group needs.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to communicate information clearly to customers
- ability to use simple group presentation techniques to enhance briefing or commentary
- knowledge of health, safety and emergency procedures relevant to the venue or site
- demonstration of skills on multiple occasions.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills through the presentation of a briefing or scripted commentary in an environment where such an event would generally take place, i.e. at a visitor site or within an attraction
- use of appropriate equipment to provide the briefing or scripted commentary.

Methods of assessment

Assessment methods must be chosen to ensure that the skills required to conduct a pre-event briefing can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- direct observation of the candidate providing a briefing or scripted commentary
- written or oral questions or interview to test knowledge of OHS issues and requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITTVAF003A Operate a ride location.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Briefing, information session or tour may be:

- safety briefing
- site familiarisation tour
- shows or entertainment session
- ride
- demonstration
- crowd information session.

Health and safety requirements may relate to:

- dress restrictions
- areas that are off-limits
- guidance on using equipment
- emergency procedures
- restrictions on talking or making noise in an area.

Changes to the environment may relate to:

- warning about extraneous noise or other unusual activity
- change in temperature, e.g. climate controlled facility
- special effects on a tour
- possible safety restrictions, e.g. if group entering a high risk area.

RANGE STATEMENT

Presentation resources may include:

- microphone
- loud speaker
- video presentation
- monitors
- actors presenting a scripted show.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Venue and Facility Operations