



Australian Government

SITXCOM101 Source and present information

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITXADM002A Source and present information. Re-categorised to Communication and Teamwork.

Unit Descriptor

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

Application of the Unit

This 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.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

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|-------------------------------------|---|
| 1. Source information. | 1.1 Identify current information sources appropriate to the <i>information to be sourced</i> . |
| | 1.2 Access <i>information sources</i> 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 the circumstances and audience. |
| | 2.5 Deliver information to appropriate person within designated timelines. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to present simple information clearly and logically
 - literacy skills to read and interpret information on familiar topics
- technology skills to use the Internet as a research tool.

Required knowledge

- types of information resources available and how to access them, including the Internet
- methods of presenting information in a logical sequence and at an appropriate depth
- alternative presentation formats for special needs groups.

Evidence Guide

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

Overview of assessment

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

Evidence of the ability to:

- find and review current information on various topics related to particular information needs
- present information in a logical, well organised and appropriate manner.

Context of and specific resources for assessment

Assessment must ensure use of:

- current information and communications technology.

Method of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to source and present information. The following examples are appropriate for this unit:

- use of case studies to research a work-related topic and deliver the information sourced in a brief presentation
- evaluation of a simple report responding to a research request
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- BSBCMM201A Communicate in the workplace
- SITHIND201 Source and use information on the hospitality industry
- SITIND101 Source information on the tourism industry.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Information to be sourced may relate to:

- availability of products or services
- customer service research, e.g. feedback from customers about a particular product or service
- information from other departments in the organisation, e.g. about available products or services
- product supplier information, e.g. for sourcing a new supplier or product
- new workplace systems or equipment
- product and service styles that would meet certain customer and market requirements.

Information sources may be electronic or print-based and may include:

- 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.

Unit Sector(s)

Cross-Sector

Competency Field

Communication and Teamwork