

## Unit mapping

**KQ: Knowledge questions**

**KQ**

**PA**

**PA: Practical assessment – Task (T), Workplace Skills (WS)**

### Elements and performance criteria

#### E 1 Source information

PC 1.1	Identify current sources appropriate to the information required	Q 1.1.a Q 1.1.b Q 1.1.c Q 1.1.d	T 2c
PC 1.2	Access information sources and review for relevance	Q 1.2 Q 1.3 Q 1.4.a Q 1.4.b	T 2d T 2g T 2f
PC 1.3	Obtain information according to organisational requirements	Q 1.5.a Q 1.5.b	T 2h

#### E 2 Prepare and present information

PC 2.1	Review information and select content to suit the specific need	Q 2.1.a Q 2.1.b Q 2.2	T 3a-h
PC 2.2	Draft text if required, including appropriate information	Q 2.3.a Q 2.3.b Q 2.3.c Q 2.3.d	T 4a-c
PC 2.3	Express information clearly, concisely and accurately	Q 2.4.c Q 2.4.d Q 2.4.e	T 4k-m
PC 2.4	Present information according to organisational guidelines and in a format appropriate to circumstances and audience	Q 2.5.a Q 2.5.b Q 2.6.a Q 2.6.b Q 2.6.c	T 6b T 4d T 4e
PC 2.5	Deliver information to appropriate person within designated timelines	Q 2.8 Q 2.9	T 6a

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KE 1	Types of information sources available and how to access them	Q 1.1.a Q 1.2 Q 1.3
KE 2	Organisational guidelines on methods of presenting information: <ul style="list-style-type: none"><li>▪ verbal</li><li>▪ written</li><li>▪ diagrammatic</li><li>▪ group discussion</li><li>▪ multimedia</li></ul>	Q2.7
KE 3	Importance of presenting information in a logical sequence and at an appropriate depth	Q 2.4.a Q 2.4.b Q 2.4.c Q 2.4.d
KE 4	Alternative presentation formats for special needs groups	Q 2.6.c

**Performance evidence**

PE 1	Find and review current information on at least three of the following topics: <ul style="list-style-type: none"><li>▪ availability of products or services</li><li>▪ customer service research, including feedback from customers about a particular product or service</li><li>▪ features of the local area or environment in which the organisation operates</li><li>▪ features of products or services supplied by the organisation</li><li>▪ product supplier information</li><li>▪ new workplace systems or equipment</li><li>▪ product and service styles that would meet different customer and market requirements</li></ul>	T 1a-f T 2a-i T 3a-h
PE 2	Present the above information in a logical, well organised and professional manner within designated timeframes	T 4g T 4n T 4o T 5b

**KQ: Knowledge questions****KQ****PA****PA: Practical assessment – Task (T), Workplace Skills (WS)****Foundation skills**

FS 1	Reading skills to: <ul style="list-style-type: none"><li>▪ source and interpret information on familiar topics</li></ul>	T 2d T 2g T 3b-g
FS 2	Writing skills to: <ul style="list-style-type: none"><li>▪ record information using an established format</li></ul>	T 4h
FS 3	Oral communication skills to: <ul style="list-style-type: none"><li>▪ present simple information clearly and logically</li></ul>	T 5f
FS 4	Learning skills to: <ul style="list-style-type: none"><li>▪ identify and approach a more experienced worker for assistance</li></ul>	T 1f T 2i T 3e T 4c
FS 5	Self-management skills to: <ul style="list-style-type: none"><li>▪ meet organisational requirements when sourcing and presenting required information</li></ul>	T 2g T 5c
FS 6	Technology skills to: <ul style="list-style-type: none"><li>▪ use the internet as a research tool</li></ul>	T 2d