



Australian Government

BSBCMM411 Make presentations

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit covers the skills and knowledge required to prepare, deliver and review presentations for target audiences.

This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training and promotions. They contribute well developed communication skills in presenting a range of concepts and ideas.

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

Unit Sector

Social Competence – Verbal Communication

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare presentation	1.1 Plan presentation approach and intended outcomes 1.2 Identify target audience , location and resources requirements 1.3 Select presentation strategies , format and delivery methods according to presentation requirements 1.4 Select techniques to evaluate presentation effectiveness
2. Deliver presentation	2.1 Summarise key concepts and ideas and present to target audience 2.2 Provide opportunity for audience to seek clarification on presentation information 2.3 Confirm target audience understand key concepts and ideas, and that identified presentation objectives have been achieved

examples
expected means of presentation
clear guidelines

define clear goals

clear criteria and
continual
feedback

miro - interactive

Q&A Face to Face + interactive collaboration (miro)

Observation & Questions

ELEMENT	PERFORMANCE CRITERIA
3. Review presentation	<ul style="list-style-type: none">3.1 Evaluate effectiveness of the presentation3.2 Seek and discuss feedback and any reactions to the presentation from participants and relevant stakeholders3.3 Make changes to presentation based on feedback received

realtime- ongoing

collaborative presentations (google slides) - comments on slides

translation tools available for EAL

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none">Reviews and analyses documents to identify information relevant to a specific presentation
Writing	<ul style="list-style-type: none">Develops material to convey ideas and information to target audience in an engaging way
Oral Communication	<ul style="list-style-type: none">Presents information using words and non-verbal features appropriate to the audience and contextUses listening and questioning techniques to gather information required to develop and modify presentations
Problem solving	<ul style="list-style-type: none">Interprets audience reactions and changes words and non-verbal features accordingly
Planning and organising	<ul style="list-style-type: none">Demonstrates sophisticated control over oral, visual and written formats, drawing on a range of communication practices to achieve goals
Initiative and enterprise	<ul style="list-style-type: none">Selects and uses appropriate conventions and protocols to encourage interaction and to present informationRecognises the need to alter personal communication style in response to the needs and expectations of others
Self-management	<ul style="list-style-type: none">Takes responsibility for planning, sequencing and prioritising tasks and own workload to achieve outcomes
Technology	<ul style="list-style-type: none">Uses the main features and functions of digital tools to complete work tasks

Group reading

text in presentation

use of images and/or video

observation of Q&A

audience interaction

audience engagement key metric

observation

central to presentation
Use of Google Slides and Miro

collaboration and audience participation using technology also key

Unit Mapping Information

Supersedes and is equivalent to BSBCMM401 Make a presentation.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>
