

UNIT TITLE: DELIVER A SHORT ORAL PRESENTATION IN ENGLISH		NOMINAL HOURS: 60
UNIT NUMBER: D1.LAN.CL10.05		
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to deliver a short oral presentation in English		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Prepare for an oral presentation</p> <p>1.1 Define <i>the audience</i> for the oral presentation</p> <p>1.2 Select <i>the topic</i> of the oral presentation suitable for the audience</p> <p>1.3 Locate sources of information to support the oral presentation</p> <p>1.4 Select <i>relevant information</i> to be included in the oral presentation</p> <p>1.5 Organise information in a logical order for the oral presentation</p> <p>1.6 Check that the presentation is grammatically correct and contains a good range of vocabulary</p> <p>Element 2: Deliver a short oral presentation</p> <p>2.1 Rehearse oral presentation</p> <p>2.2 <i>Deliver an oral presentation appropriately</i> for five minutes on a researched topic of interest</p> <p>2.3 Answer questions following the oral presentation</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to the knowledge and skills required to deliver a short oral presentation in English in the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Food and Beverage Service 3. Food Production 4. Travel Agencies 5. Tour Operation <p><i>The audience</i> for the oral presentation may include:</p> <ul style="list-style-type: none"> • Fellow classmates • Colleagues • Potential customers • Trainers. <p><i>The topic</i> of the oral presentation may include:</p> <ul style="list-style-type: none"> • Recommended destinations 	

<p>Element 3: Evaluate a short oral presentation</p> <p>3.1 Gather <i>feedback</i> from others regarding the oral presentation</p> <p>3.2 Reflect on feedback</p> <p>3.3 Describe how the oral presentation could be improved in the future</p>	<ul style="list-style-type: none"> • Benefits of train travel • Range of accommodation • Food • How chocolate is made • Eco-tourism issues • Superior customer service • Handling complaints • Occupational health and safety issues. <p><i>Relevant information</i> to be included in the presentation refers to:</p> <ul style="list-style-type: none"> • Selecting material that is relevant to the purpose of the talk and the audience • Explaining technical terms. <p><i>Deliver an oral presentation</i> appropriately refers to:</p> <ul style="list-style-type: none"> • Having content that is interesting and relevant • Speaking clearly, audibly, having correct pronunciation and avoiding repetition • Having eye contact with the audience, not focusing on one person • Referring to notes not reading from them • Using accurate grammar, such as linked sentences to convey ideas in a consistent tense (past, present, future); using a wide range of vocabulary; using complete sentences; avoiding using too many adjectives • Presentation content is organised and has a logical structure (i.e. Has an introduction, body and conclusion) • Paying attention to body language and gestures that may be distracting to the audience • Answering questions clearly, succinctly and directly with responses that address the questions.
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Feedback comments may include:

- Presentation, content and organisation
- Delivery
- Body language
- Eye contact
- Use of notes
- Language
- Answers to questions.

Assessment Guide

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

- Ability to deliver a five minute oral presentation appropriately on a researched topic
- Ability to answer questions following the oral presentation with responses that address the questions
- Ability to reflect on feedback given from peers on the oral presentation.

Linkages To Other Units

- Gather and present product information
- Promote products and services to customers
- Research and share information on indigenous cultures
- Prepare and present tour commentaries
- Source and present information.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to select an appropriate topic suitable for a particular audience
- Demonstrated ability to locate and research information for a short oral presentation
- Demonstrated ability to deliver an oral presentation that is easy to follow and maintains audience interest
- Demonstrated ability to organise talk in a logical fashion
- Demonstrated ability to use accurate grammar
- Demonstrated ability to use a wide range of vocabulary
- Demonstrated ability to link sentences effectively to convey ideas
- Demonstrated ability to gather audience feedback and reflect on it for future talks.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of situations where people are required to give short oral presentations in English.

Resource Implications

Training and assessment must ensure there is access to:

- Suitably qualified English as a second language (ESL) teachers.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Role plays
- Oral questions

- Follow up feedback checklists
- Written reflections on oral presentation.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	2	Research and select information for oral presentation
Communicating ideas and information	2	Deliver oral presentation using linked sentences to convey ideas and information
Planning and organising activities	2	Rehearse oral presentation
Working with others and in teams	1	Seek feedback on oral presentation
Using mathematical ideas and techniques	1	Time oral presentation
Solving problems	2	Apply problem solving strategies
Using technology	1	Use office equipment