Modification history

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| Release | Comments |
| Release 1 | This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 9.0. |

| AHCWRK4X7 | Promote community programs |
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| Application | This unit of competency describes the skills and knowledge required to promote community programs to target markets with a view to encouraging participation.  The unit applies to individuals who apply specialist skills and knowledge to promote community programs. This includes applying and communicating non-routine technical solutions to predictable and unpredictable problems.  No licensing, legislative or certification requirements apply to this unit at the time of publication. |
| Prerequisite Unit | Nil |
| Unit Sector | Community Coordination and Facilitation (CCF) |

| Elements | Performance Criteria |
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| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Identify target markets | 1.1 Identify potential of program to appeal to sections of community or industry in terms of benefits and costs  1.2 Identify sectors of community and industry that are potential users, customers and audiences of program  1.3 Develop a plan to promote program or local projects or group activities with other communication activities |
| 2. Develop promotional materials | 2.1 Determine range of promotional channels to reach target sectors  2.2 Source or develop promotional materials to suit promotional channels and target sectors  2.3 Test impact of promotional materials with group or community members  2.4 Obtain specialist marketing support to address specific marketing issues within promotion budget and program and agency guidelines |
| 3. Promote program to potential users | 3.1 Approach potential users of program and services through promotional channels and directly  3.2 Assess impact of promotional activities to determine changes required  3.3 Adjust promotional plan and activities to achieve an improved impact |
| 4. Obtain commitment to use program services | 4.1 Present proposals for delivery of program services to interested potential users in terms of benefits, costs and other factors  4.2 Address issues raised by potential users to overcome objections  4.3 Obtain commitments to use program services or support program |
| 5. Respond to enquiries | 5.1 Address enquiries by members of community, industry and program in terms of good customer service  5.2 Keep records of contacts, enquiries and presentations for reporting and follow up  5.3 Follow up enquiries and presentations to obtain commitment to program services and objectives |

| Foundation Skills  This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria. | |
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| Skill | Description |
| Reading | * Identify and interpret information regarding community program and promotional marketing, budget and agency guidelines |
| Writing | * Use clear language and accurate industry terminology and logical structure to complete community program promotion plan |
| Oral communication | * Initiate discussions with potential users, customers and audiences, using clear language and standard industry terminology to promote community programs and address enquiries |

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| Unit Mapping Information | | | |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
| AHCWRK4X7 Promote community programs | AHCCCF408 Promote community programs | Minor changes to application and unit sector  Minor changes to performance criteria  Foundation skills added  Major and minor edits to performance and knowledge evidence and assessment conditions | Not equivalent |

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| Links | Companion Volumes, including Implementation Guides, are available at VETNet: <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72> |

| TITLE | Assessment requirements for AHCWRK4X7 Promote community programs |
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| Performance Evidence | |
| An individual demonstrating competency must satisfy all of the elements and performance criteria in this  unit.  There must be evidence that the individual has promoted community programs on at least one occasion and has:   * identified the potential of a program to appeal to sections of community or industry based on benefits and costs * determined communication channels appropriate for promotion * delivered presentations in a range of direct promotional situations to appropriate persons in organisation or group * developed audio, written and graphics promotional materials appropriate to the program and according to program and agency guidelines   responded to queries and enquiries generated by the promotion program. | |

| Knowledge Evidence |
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| An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the  elements and performance criteria of this unit. This includes knowledge of:   * community program services, objectives, goals and guidelines * basic marketing principles * local advertising channels * local or regional community and industries that could be potential users customers and audiences of the program   program promotion marketing and budget requirements and agency guidelines for promoting programs and groups. |

| Assessment Conditions |
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| Assessment of the skills in this unit of competency must take place under the following conditions:   * physical conditions: * a workplace setting or an environment that accurately represents workplace conditions * resources, equipment and materials: * community program objectives, goals and guidelines * program promotion marketing and budget requirements and agency guidelines * computer hardware and software * relationships: * potential users, customers and audiences   Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and  training legislation, frameworks and/or standards. |

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