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 8.0. |

| AHCWRK5X9 | Provide specialist advice to clients |
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| Application | This unit of competency describes the skills and knowledge required to maintain specialist knowledge and provide advice to clients.  The unit applies to individuals who apply specialised skills and knowledge to providing specialist advice to clients, take personal responsibility and exercise autonomy in undertaking complex work. They analyse and synthesise information and analyse, design and communicate solutions to sometimes complex problems.  No licensing, legislative or certification requirements apply to this unit at the time of publication. |
| Prerequisite Unit | Nil |
| Unit Sector | Work (WRK) |

| 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. Develop and maintain specialist knowledge | 1.1 Use research skills regularly to build a comprehensive knowledge and understanding of specialist information from industry and other sources  1.2 Identify characteristics of industry practices, products and services and analyse using available documentation  1.3 Document information and maintain in a format consistent with workplace requirements  1.4 Apply knowledge to improve quality within personal work areas  1.5 Identify legislative, regulatory and industry requirements relating to own work |
| 2. Consult with clients | 2.1 Conduct consultation with clients in a professional and courteous manner at all times  2.2 Use appropriate interpersonal skills to facilitate accurate and relevant exchange of information  2.3 Use work practices that reflect sensitivity to client requirements, specific needs and cultural, family and individual differences |
| 3. Provide a response to client enquiries and need | 3.1 Prepare information relevant to client needs  3.2 Use research skills to find verifiable evidence in support of information and document in the appropriate format  3.3 Structure information to identify clear benefits to client and the organisation  3.4 Document and present information in a professional format and style to the client for consideration and discussion  3.5 Evaluate client feedback by survey to improve future provision of technical information and professional services |

| 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 specialist information |
| Writing | * Use clear language and accurate industry terminology and logical structure to complete specialist documentation and advice |
| Oral communication | * Initiate discussions with clients, using clear language and standard industry terminology to discuss specialist advice, seek feedback and analyse own work |

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| Unit Mapping Information | | | |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
| AHCWRK5X9 Provide specialist advice to clients | AHCWRK509 Provide specialist advice to clients | Minor changes to application  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 AHCWRK5X9 Provide specialist advice to clients |
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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 provided specialist advice to clients on at least one occasion and has:   * developed and maintained industry wide specialist knowledge * provided a professional service to client enquiries and needs * showed discretion and judgement in stakeholder interaction * implemented professional practice in stakeholder consultation and report documentation * used industry standard terminology. | |

| 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:   * products, treatments services of the industry * environmental sustainability and land use issues relevant to the industry * workplace policy and procedures for customer service including handling customer complaints * service standards and best practice models * strategies for planning and monitoring activities * consultation methods, techniques and protocols * current workplace, government and local council policy, legislation and regulations * mechanisms to obtain and analyse customer feedback. |

| Assessment Conditions |
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| Assessment of skills must take place under the following conditions:   * physical conditions: * a workplace setting or an environment that accurately represent workplace conditions * resources, equipment and materials: * current workplace, government and local council policy, legislation and regulations * computer hardware and software * specifications: * workplace policy and procedures for customer service including handling customer complaints * relationships: * clients.   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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