



**Australian Government**

# **AHCWRK216 Provide information on products and services**

**Release: 1**

## AHCWRK216 Provide information on products and services

### Modification History

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

### Application

This unit of competency describes the skills and knowledge required to provide information on products and services in a range of workplace settings.

The unit applies to individuals who provide information on products and services under general supervision with limited autonomy or accountability.

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

### Pre-requisite Unit

Nil

### Unit Sector

Work (WRK)

### Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify information requirements	1.1 Update knowledge and understanding of products and services using authoritative sources 1.2 Use interpersonal skills to identify customer information needs 1.3 Respond to customer enquiries respectfully and promptly 1.4 Identify personal and professional limitations in addressing customer information needs, and seek assistance
2. Provide information	2.1 Provide information to customers in a timely and professional

<b>Elements</b>	<b>Performance Criteria</b>
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	<p>manner, and according to workplace policies and procedures</p> <p>2.2 Present products and services to customer</p> <p>2.3 Refer enquiries outside own professional knowledge for follow-up and completion</p>

## 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.*

<b>Skill</b>	<b>Description</b>
Reading	<ul style="list-style-type: none"> <li>Interpret workplace instructions and product and service authoritative sources of information to formulate an understanding of expected requirements and activity</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Use clear language and standard industry terminology to clarify customer requirements and communicate with supervisor and appropriate personnel</li> </ul>

## Unit Mapping Information

<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
AHCWRK216 Provide information on products and services	AHCWRK208 Provide information on products and services	<p>Minor changes to application</p> <p>Major and minor changes to performance criteria</p> <p>Foundation skills added</p> <p>Major and minor edits to performance and knowledge evidence and assessment conditions</p>	Not equivalent

## **Links**

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