



Australian Government

AHCWRK518 Provide specialist advice to clients

Release: 1

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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 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.

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. Develop and maintain specialist knowledge	1.1 Use research skills to maintain 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

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.4 Apply knowledge to improve quality of advice to clients 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 according to workplace protocols 2.2 Use appropriate interpersonal skills to facilitate accurate and relevant exchange of information 2.3 Use work practices that reflect sensitivity to client needs and requirements
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 an 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.

Skill	Description
Reading	Interpret information regarding specialist information
Writing	Use clear language, 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

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCWRK518 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

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>