AHCWRK402A Provide information on issues and policies

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the provision of information on issues and policies and defines the standard required to: process a request for information; access information to respond to the request; collate information to deal specifically with the request; prepare a response using chosen media; maintain a record of the information provided and file for future reference.

Application of the Unit

Application of the unit	This unit applies to workplace supervisors and managers in the agriculture, horticulture and land management sectors and describes the process of researching, extracting and providing information on issues and policies

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Process a request for information on issues and policies	1.1. Request is documented using the appropriate recording system.
	1.2. Relevant notes are recorded from dialogue with the client and from correspondence.
	1.3. Approval to access information is sought and obtained and requests forwarded where appropriate.
	1.4. Client is actively listened to and questioned appropriately to clarify and elicit information provided.
2. Identify sources and extract information	2.1. Relevant sources and locations of information are identified, accessed and researched.
	2.2. Clear sequenced oral instructions are provided to colleagues required for assistance.
	2.3. Workplace policies and documentation relevant to the request are evaluated.
	2.4. Information relevant to the particular request is located and extracted and copied.
	2.5. Alternative methods to locate identified gaps in information.
3. Evaluate information for meeting client request	3.1. Information is evaluated for its validity and reliability and appropriateness to the client request.
	3.2. Client is engaged in effective dialogue to clarify indistinct or incorrect information.
	3.3. Additional information is obtained if available information is inadequate, unclear, conflicting or incorrect.
4. Prepare and finalise report	4.1. Report is developed, written, formatted and proofed according to enterprise policies and procedures.
	4.2. Report is checked for accuracy and intention.
	4.3. Review and sign off of report is arranged with designated person where required.
	4.4. Record of report/correspondence is made.
	4.5. Report/correspondence is forwarded to client.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- use literacy skills to read, interpret and follow organisational policies and procedures, develop sequenced written instructions, record accurately and legibly information collected and select and apply procedures to a range of tasks
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification, negotiating solutions and responding to a range of views
- use numeracy skills to estimate, calculate and record routine and more complex workplace measures and data
- use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

Required knowledge

- workplace policies and documentation on local, regional, state and national issues
- relevant workplace documentation on international treaties, agreements and charters
- types of information sources
- methods and means of accessing and extracting the required information
- methods of validating information
- types of reports and their uses.

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • process a request for information • access information to respond to the request • collate information to deal specifically with the request • prepare a response using chosen media • maintain a record of the information provided and file for future reference.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
Types of information and policies may include:	• information taken from a range of sources including personal files and notes • articles (academic, on-line, newspaper, journal) • specialist texts • letters • internal correspondence • government reports • relevant legislation • Codes of Practice

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RANGE STATEMENT	
	• national and international protocols and charters • statistics • local knowledge • original research • media (television, video, audio) • libraries.

Unit Sector(s)

Unit sector	Work

Co-requisite units

Co-requisite units		

Competency field

Competency field	