

**RTC4024A****Unit Descriptor****Unit Sector****Recommend plants and cultural practices**

Recommend plants and cultural practices

No sector assigned

ELEMENT	PERFORMANCE CRITERIA
1. Identify client preferences and requirements	1.1 Contact is initiated with the <b>client</b> when appropriate and according to enterprise customer service policy 1.2 The purpose of the planting and <b>cultural and environmental factors</b> of the intended planting site are clarified and defined by gathering all relevant information from the client according to enterprise customer service policy 1.3 <b>Botanical</b> and <b>common names</b> are used to describe plants according to client preferences and requirements 1.4 The client is informed of the enterprises policy on the provision of advice and customer service under law
2. Select plants to suit specific situations	2.1 <b>Plants</b> and their <b>growth and performance characteristics</b> that suit the specific situation are identified according to <b>research and experiential awareness</b> and enterprise guidelines 2.2 Available plants are compared, assessed and evaluated according to sound problem-solving techniques and enterprise guidelines 2.3 The best choice is determined, based on reasoned argument, appropriate evidence, sound <b>principles</b> , enterprise customer service policy and industry standards
3. Advise on plants for specific situations	3.1 The recommended plants for specific situations and uses, their growth and performance characteristics and particular planting, <b>cultural and maintenance requirements</b> are clearly explained to the client according to enterprise customer service policy 3.2 The original supplier of the plant is referred to where necessary 3.3 Client requests for clarification or expansion are responded to by the use of attentive listening and questioning techniques according to enterprise customer service policy 3.4 <b>Purchase options and availability</b> of recommended plants are outlined according to enterprise customer service policy and industry standards 3.5 Recommendations are recorded and reports are made to the manager according to enterprise customer service policy

## KEY COMPETENCIES

What processes should be applied to this competency standard? There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information about recommendations should be communicated with the client and manager orally and in writing. There is likely to be negotiation with the client to achieve outcomes that satisfy client preferences and requirements and enterprise policy	3
Collecting analysing and organising information	Information about plants will need to be researched. Information addressing the specific preferences and requirements of the client should be interpreted and applied in the light of research to structured recommendations	3
Planning and organising activities	Customer service, identification of preferences and requirements, information research and recommendations should proceed in an orderly and efficient manner, timely and appropriate information needs to be available for decision-making, the recommendation should meet client needs and offer alternatives where necessary	3
Working with others and in teams	Recommending plants to clients may require coordination and consultation with team members to deliver effective and accurate recommendations to the client's satisfaction	3
Using mathematical ideas and techniques	Mathematical application will be required to calculate area, quantities, plant unit costs and recommended planting areas	3
Solving problems	Problem-solving techniques will be required to satisfy the client's preferences and requirements. Inadequate knowledge in an area of client query and unavailability of plants within the specific enterprise to meet client need will also require problem-solving technique	3
Using technology	Technology will be required to record, store and communicate ideas and information, it will be used to research, collate and analyse relevant information to produce recommendations	3

**RANGE STATEMENT**

Clients	may include <ul style="list-style-type: none"><li>• retail customers</li><li>• commercial clients</li><li>• staff members</li><li>• community groups</li><li>• industry counterparts</li></ul>
Cultural factors	may include <ul style="list-style-type: none"><li>• the growth stage at which the plant is purchased</li><li>• growth media and plant monitoring</li><li>• weed, pest and disease control</li><li>• irrigation and scheduling</li><li>• drainage</li><li>• application of nutrients</li><li>• growth media management</li><li>• canopy management</li></ul>
Principles	will vary according to the environment and situation and may include <ul style="list-style-type: none"><li>• horticultural principles</li><li>• botanical principles</li><li>• conservation principles</li><li>• land management principles</li></ul>
Environmental factors	may include <ul style="list-style-type: none"><li>• controlled environments</li><li>• a field, nursery, indoor or aquatic growth environment</li><li>• humidity</li><li>• aspect</li><li>• mean temperatures</li><li>• artificial light</li><li>• season</li><li>• day length</li><li>• water availability</li><li>• quality and form delivery to plants, eg, sprinklers, spray jets, drip</li><li>• growth media, eg, field soil, container soil, artificial soil or hydroponic media</li><li>• growth media type, quality and specific features or limitations<ul style="list-style-type: none"><li>• rock</li><li>• clay</li><li>• loam</li><li>• sandy types soils</li><li>• acidity or salinity</li></ul></li><li>• indoor container volume and drainage aspects</li></ul>

## Botanical names

may include

- family
- sub-family
- genus
- species
- cultivar of recommended plants

## Common names

common names

- may vary nationally and internationally
- should be provided in the context of the area in which the plant is grown or originates and in the company of the botanical name of the plant

identical common names may refer to

- different plants, nationally and internationally

## Plants

may include

- trees
- shrubs
- groundcovers
- turf
- herbaceous
- indoor
- bedding
- lilies
- grasses
- aquatic species
- cultivars

## Growth and performance characteristics

may include

- rate of growth
- growth habit
- form
- lifespan
- reproduction
- seasonal and growth stage influences on flowering, cropping, foliage and presentation
- susceptibility to weeds, pests and diseases
- form flexibility
- pruning requirements or advantages
- responsiveness to cultural, environmental and climatic conditions

Researched and experiential awareness

knowledge of plants and their growth and performance characteristics may be increased through consultation with

- team members
- the manager
- own knowledge
- specific literature
- supplier specifications
- catalogues
- local historical performance data
- industry best practice guidelines

resources may include

- enterprise or public library
- business and research organisation websites
- industry consultants
- community groups
- suppliers and contractors
- enterprise manager and team colleague experience
- experts in the local area or industry sector

Cultural and maintenance requirements

may include establishment or after-care requirements for

- pruning
- staking
- irrigation
- drainage
- weed
- pest and disease control
- nutrition
- shade
- shelter
- soil treatments

Purchase options and availability

may include

- options in plant stage of growth
- presentation of plants
- unit quantities in which plants are available and subsequent pricing, deliver times and methods of payment

where plants are not available from the enterprise, arrangement and pricing schedules may be in place to obtain the plants through an alternative enterprise

The sport and recreation industry

covers

- industry sectors of community recreation, fitness, outdoor recreation and sport
- significant roles played by activity organisations, industry peak bodies, professional organisations
- large volunteer base
- high turnover of volunteers
- high levels of part time and casual employment
- irregular working hours
- relatively few professional positions
- workforce employed mostly in operational positions
- mainly small business or self-employed personnel
- slow to take up technology
- over 2/3 of the sport and recreation industry have no formal/recognised qualifications
- significant reliance upon industry credentials and involvement in the activity itself

## EVIDENCE GUIDE

**Critical aspects of evidence to be considered**

- Assessment must confirm sufficient knowledge in providing recommendations on plants and their cultural requirements for specific situations and uses
- Assessment of performance should be over a period of time covering all categories from the Range Statements applicable to the learner's work environment
- In particular, assessment must confirm the ability to
  - accurately identify the specific situation for which plants are required
  - identify and select plants that will meet identified needs
  - use confident and advanced communication skills to recommend the plants in a manner that is readily understood by the client
  - transfer the skills and knowledge required to recommend plants to a different work environment, eg, This could include different clients and requirements, regions, plant types and reasons for planting

**Interdependent assessment of units**

- This unit must be assessed after attainment of competency in the following unit(s)
  - Nil
- This unit must be assessed in conjunction with the following unit(s)
  - Nil
- For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s)
  - competencies relevant to the job function

**Required knowledge and skills**

- Required knowledge
  - Principles and practices for the establishment and maintenance of plants recommended by the enterprise
  - Nomenclature to plant family, genus, species and cultivar for the range of plants recommended by the enterprise
  - Botanical features of plant species and/or cultivars relevant to the industry region
  - Practical understanding of the physiology of the range of plants supplied and recommended by the enterprise and their comparative growth and performance characteristics in response to different cultural and environmental factors
  - Soil characteristics, particularly in relation to the geographical and climatic region from which clients generally originate
  - Responsibilities and liabilities in respect to the provision of recommendations and customer service under the Trade Practice laws
  - Enterprise customer service policy and procedures
  - Problem-solving techniques
  - Innovation and recent practices in plant selection, use and performance relevant to the region
  - Customer service and communication skills
- Required skills
  - Communicate and negotiate orally and in writing with the client, staff, managers, suppliers and consultants
  - Conduct literature and industry research, collate and analyse findings on plant species and cultivars, their characteristics and requirements
  - Record all relevant information according to enterprise and industry standards
  - Comply with legislative requirements
  - Explain to the client Occupational Health and Safety requirements or basic safety precautions relevant to the establishment and on-going maintenance of plants
  - Comply with Occupational Health and Safety requirements of the workplace
  - Calculate plant costs, supply volumes and rates of planting

**Resource implications**

- Physical resources - this unit of competency requires access to
  - appropriate documentation and resources normally used in the workplace
- Human resources - assessment of this competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) should
  - be competent in this unit
  - be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area
  - have attained the National Competency Standards for Assessment: BSZ401A, BSZ402A and BSZ403A

**Consistency in performance**

- Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to the work environment

**Context for assessment**

- This unit of competency must be assessed in the context of a sport or recreation activity. For valid and reliable assessment the sport or recreation activity should closely replicate the work environment. The environment should be safe with the hazards, circumstances and equipment likely to be encountered in a real workplace
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

**Essential Assessment Information**

There is **essential information about assessing this competency standard for consistent performance and where and how it may be assessed** , in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to the **Assessment Guidelines** . Further advice may also be sought from the relevant **sector booklet** .