Australian Government

Department of Education, Employment and Workplace Relations

RTC4024A Recommend plants and cultural practices

Release: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

RTC4024A Recommend plants and cultural practices

Modification History

Not applicable.

Unit Descriptor

This competency standard covers the process of providing recommendations on plants and their cultural requirements for specific situations and uses. Recommending plants is likely to be undertaken without supervision. Responsibility for and organisation of the work of others involved in providing information on plants may be required. Recommending plants requires knowledge of principles and practices of plant establishment and maintenance, plant nomenclature, botanical features of plant, plant physiology, soil characteristics, customer service and communication skills

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify client preferences and requirements	1.1 Contact is initiated with the **client** when appropriate and according to enterprise customer service policy.
	1.2 The purpose of the planting and **cultural and environmental factors** 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 **Botanical** and **common names** 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 **Plants** and their **growth and performance characteristics** that suit the specific situation are identified according to **researched and experiential awareness** 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 **principles**, 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, **cultural and maintenance requirements** 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 **Purchase options and availability** 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.

Required Skills and Knowledge

Not applicable.

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Competence in recommending plants requires evidence that a person is able to accurately identify the specific situation for which plants are required, identify and select plants that will meet identified needs, and use confident and advanced communication skills to recommend the plants in a manner that is readily understood by the client. The skills and knowledge required to recommend plants must be **transferable** to a different work environment. For example, this could include different clients and requirements, regions, plant types and reasons for planting.

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events.   The knowledge requirements for this competency standard are listed below:

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 and 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 current 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.

What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complementary skills are required.   These include the ability to:

Communicate and negotiate orally and in writing with the client, staff, managers, suppliers and consultants.

Conduct literature and industry research, and 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 OHS requirements or basic safety precautions relevant to the establishment and on-going maintenance of plants.

Comply with OHS requirements of the workplace.

Calculate plant costs, supply volumes and rates of planting.

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.

1. How can **communication of ideas and information** (**3**) be applied?	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.
2. How can **information be collected, analysed and organised** (**3**)?	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. How are **activities planned and organised** (**3**)?	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.
4. How can **team work** (**3**) be applied?	Recommending plants to clients may require coordination and consultation with team members to deliver effective and accurate recommendations to the client's satisfaction.
5. How can the use of **mathematical ideas and techniques** (**3**) be applied?	Mathematical application will be required to calculate area, quantities, plant unit costs and recommended planting rates.
6. How can **problem-solving skills** (**3**) be applied?	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 needs will also require

	problem-solving techniques.
7. How can the **use of technology** (**3**) be applied?	Technology will be required to record, store and communicate ideas and information. It will also be used to research, collate and analyse relevant information to produce recommendations.

Are there other competency standards that could be assessed with this one?

This competency standard **could** be assessed on its own or in combination with other competencies relevant to the job function.

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 both the **Assessment Guidelines** and the relevant **Sector Booklet**.

Range Statement

Range of Variables

The Range of Variables explains the contexts within which the performance and knowledge requirements of this standard may be assessed.   The scope of variables chosen in particular training and assessment requirements may depend on the work situations available

What type of **client** may be relevant to this standard?	Clients may include retail customers, commercial clients, staff members, community groups, and industry counterparts.
What **cultural factors** may influence the recommendation of plants?	Cultural factors may include the growth stage at which the plant is purchased, growth media and plant monitoring, weed, pest and disease control, irrigation and scheduling, drainage, application of nutrients, growth media management and canopy management.
On what **principles** should the best choice be based?	This will vary according to the environment and situation and may include horticultural, botanical and conservation and land management principles.
What **environmental factors** may influence the recommendation of plants?	Environmental factors may include controlled environments, a field, nursery, indoor or aquatic growth environment, humidity, aspect, mean temperatures, artificial light, season, day length, water availability, quality and form of delivery to plants (e.g., sprinklers, spray jets, drip), growth media (e.g., field soil, container soil, artificial solid or hydroponic media), and growth media type, quality, and specific features or limitations (e.g., rock, clay, loam, sandy type soils, acidity or salinity, indoor container volume, and drainage aspects).
What elements of **botanical names** may be included when recommending plants?	Botanical names may include family, sub-family, genus, species and cultivar of recommended plants.
What **common names** may be used when recommending plants?	Common names for the same plant may vary nationally and internationally. Identical common names may refer to different plants, nationally and internationally. Common names 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.
What **plants** may be available for recommendation to clients?	Plants may include trees, shrubs, groundcovers, turf, herbaceous, indoor, bedding, lilies and grasses and aquatic species and cultivars.
What **growth and performance characteristics** may be considered when recommending plants?	These may include the 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, and responsiveness to cultural, environmental and climatic conditions.
What **researched and experiential awareness** may be relevant to this standard?	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 and 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, and experts in the local area or industry sector.
What **cultural and maintenance requirements** may be considered when recommending plants?	These may include establishment or after-care requirements for pruning, staking, irrigation, drainage, weed, pest and disease control, nutrition, shade, shelter and soil treatments.
What **purchase options and availability** may be relevant when recommending plants?	These may include options in plant stages of growth, presentation of plants, unit quantities in which plants are available and subsequent pricing, delivery times and methods of payment. Where plants are not available from the enterprise, arrangements and pricing schedules may be in place to obtain the plants through an alternative enterprise.

For more information on contexts, environmental implications and variables for training

and assessment, refer to the Sector Booklet.

Unit Sector(s)

Not applicable.