



Australian Government

AHCLSK420 Provide advice on livestock products

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 6.0.

Application

This unit of competency describes the skills and knowledge required to identify customer needs and provide advice on livestock products.

The unit applies to individuals who apply specialist skills and knowledge to providing advice on livestock products, including industry equipment, animal handling systems and stock feeds. This includes applying and communicating non-routine technical solutions to predictable and unpredictable problems.

All work must be carried out to comply with workplace procedures, health and safety in the workplace requirements, legislative and regulatory requirements, animal welfare legislation, and sustainability and biosecurity practices.

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

Pre-requisite Unit

Nil

Unit Sector

Livestock (LSK)

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. Establish customer needs	1.1 Use interpersonal skills to engage customer and identify needs 1.2 Handle customer enquiries courteously and promptly according to workplace procedures and legislative requirements 1.3 Match available products to customer needs and ecological

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	considerations
2. Research and provide product advice	2.1 Research and update knowledge and understanding of livestock products and related products from authoritative sources 2.2 Research local workplace and district requirements for livestock and related products 2.3 Provide advice to customer in a timely and professional manner according to workplace procedures and legislative requirements 2.4 Exhibit or demonstrate products safely to customer according to workplace procedures, workplace health and safety requirements and legislative requirements 2.5 Address customer concerns and questions and suggest alternative or additional products to meet requirements for recommended products

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 textual information from a range of sources to identify relevant and key information about livestock and related product range, and legislative requirements
Oral communication	Use clear language with customers to gather information and match products to customer needs

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCLSK420 Provide advice on livestock	AHCMER405 Provide advice on	Unit code and sector changed	Equivalent

Code and title current version	Code and title previous version	Comments	Equivalence status
products	livestock products	Performance criteria clarified Foundation skills added Assessment requirements updated	

Links

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

Assessment Requirements for AHCLSK420 Provide advice on livestock products

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has provided advice on livestock products and related products on at least three occasions, and has:

- engaged with and advised customer on the range of livestock products available for the customer's purpose, application and environment
- complied with relevant legislative requirements in sales environments, including fair trading, trade practices and sale of goods legislation and public liability
- represented the workplace in a professional manner when dealing with customers
- applied workplace procedures for providing advice on livestock products and related products
- complied with animal welfare legislation and relevant components of state or territory Acts relating to livestock products
- advised customers on risks to worker safety or animal welfare from use of the product
- applied workplace health and safety, sustainability and biosecurity procedures for the safe handling of livestock products.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- livestock product requirements of local or specific customers
- legislative requirements in sales environments, including fair trading, trade practices and sale of goods legislation and public liability
- livestock products, including:
 - industry equipment
 - animal handling systems
 - stock feeds
 - animal health products

- workplace procedures for providing advice on livestock products and related products
- animal welfare legislation and relevant components of state or territory Acts relating to livestock products
- workplace health and safety, sustainability and biosecurity procedures for the safe handling of livestock products.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - a workplace setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - livestock products, including industry equipment, animal handling systems and stock feeds
- specifications:
 - legislative requirements relevant to sales environments, including fair trading, trade practices and sale of goods legislation and public liability
 - workplace procedures relevant to providing advice on livestock products and related products
 - components of state or territory Acts relevant to livestock products
 - animal welfare legislation and relevant components of state or territory Acts relating to livestock products
 - workplace health and safety, sustainability and biosecurity procedures for the safe handling of livestock products
- relationships:
 - customers.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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