



Australian Government

AHCWRK208 Provide information on products and services

Release: 1

AHCWRK208 Provide information on products and services

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to provide information on products and services in a range of settings.

This unit applies to individuals who work under general supervision and exercise limited autonomy with some accountability for their own work.

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

Pre-requisite Unit

Nil.

Unit Sector

Work (WRK)

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify information requirements	1.1 Use appropriate interpersonal skills identify customer's information needs 1.2 Handle customer enquiries courteously and promptly 1.3 Update knowledge and understanding of products and services via authoritative sources and appropriate personnel 1.4 Identify personal and professional limitations in addressing customer information needs and seek assistance from appropriate personnel when required 1.5 Follow enterprise work health and safety policies

Element	Performance criteria
2. Provide information	2.1 Provide information that addresses customer requirements to customers in a timely and professional manner 2.2 Exhibit product and services that may meet customer requirements to customer as required 2.3 Refer enquiries that fall outside own areas of responsibility and knowledge within enterprise for follow up and completion

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

This unit is equivalent to AHCWRK208A Provide information on products and services.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for AHCWRK208 Provide information on products and services

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Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting. Performance must be demonstrated consistently over time and in a suitable range of contexts.

The candidate must provide evidence that they can:

- respond to customer requests for information
- use questioning to identify customer requirements
- refer or seek advice from supervisor when required
- engage customer, especially in relation to giving and receiving information
- assess initial customer needs
- access and research product information
- seek assistance as required
- recommend products
- encourage repeat business
- use industry standard terminology.

Knowledge Evidence

The candidate must demonstrate knowledge of:

- customer service techniques
- how to effectively engage and communicate with a range of customers
- customer requirements in various rural and horticultural settings
- the enterprise's business values, structure, products and services
- work health and safety in the context of own work.

Assessment Conditions

Assessors must satisfy current standards for RTOs.

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