



Australian Government

Assessment Requirements for AHCWRK216 Provide information on products and services

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 9.0.

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 information on products and services on at least two occasions and has:

- accessed and researched product information
- engaged customer, including:
 - responding to customer requests for information
 - assessing customer needs
 - using questioning and active listening to identify customer requirements
 - giving and receiving information
- referred to or sought advice from supervisor and appropriate personnel when required
- applied workplace policies and procedures relevant to providing information on products and services.

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:

- product and service knowledge relevant to the workplace
- the workplace values, structure, products and services
- customer service and referral techniques
- how to effectively engage and communicate with a range of customers
- workplace policies and procedures relevant to providing information on products and services.

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:
 - product and service information
 - computer hardware and software
- specifications:
 - workplace policies and procedures relevant to providing information on products and services
- relationships:
 - customers, appropriate personnel and supervisor.

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

Links

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