



Australian Government

AHCWRK216 Provide information on products and services

Release: 1

AHCWRK216 Provide information on products and services

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 9.0.

Application

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

The unit applies to individuals who provide information on products and services under general supervision with limited autonomy or accountability.

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

Pre-requisite Unit

Nil

Unit Sector

Work (WRK)

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. Identify information requirements	1.1 Update knowledge and understanding of products and services using authoritative sources 1.2 Use interpersonal skills to identify customer information needs 1.3 Respond to customer enquiries respectfully and promptly 1.4 Identify personal and professional limitations in addressing customer information needs, and seek assistance
2. Provide information	2.1 Provide information to customers in a timely and professional

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	manner, and according to workplace policies and procedures 2.2 Present products and services to customer 2.3 Refer enquiries outside own professional knowledge for follow-up and completion

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 workplace instructions and product and service authoritative sources of information to formulate an understanding of expected requirements and activity
Oral communication	Use clear language and standard industry terminology to clarify customer requirements and communicate with supervisor and appropriate personnel

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCWRK216 Provide information on products and services	AHCWRK208 Provide information on products and services	Minor changes to application Major and minor changes to performance criteria Foundation skills added Major and minor edits to performance and knowledge evidence and assessment conditions	Not equivalent

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 AHCWRK216 Provide information on products and services

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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 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.

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