



Australian Government

AHCWRK402 Provide information on issues and policies

Release: 1

AHCWRK402 Provide information on issues and policies

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to research, extract and provide information on issues and policies.

This unit applies to individuals who take responsibility for their own work and for the quality of the work of others within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

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. Process a request for information on issues and policies	1.1 Document the request using the appropriate recording system 1.2 Record relevant notes from dialogue with the client and from correspondence 1.3 Seek and obtain approval to access information and forward requests where appropriate 1.4 Listen actively to the client and question appropriately to clarify and elicit information 1.5 Follow enterprise work health and safety policies
2. Identify sources and	2.1 Identify, access and research relevant sources and locations of

Element	Performance criteria
extract information	information 2.2 Provide clear sequenced verbal instructions to colleagues who require assistance 2.3 Evaluate workplace policies and documentation relevant to the request 2.4 Locate and extract information relevant to the particular request 2.5 Use alternative methods to locate identified gaps in information
3. Evaluate information for meeting client request	3.1 Evaluate information for its validity and reliability and appropriateness to the client request 3.2 Engage client in effective dialogue to clarify indistinct or incorrect information 3.3 Obtain additional information if available information is inadequate, unclear, conflicting or incorrect
4. Prepare and finalise report	4.1 Develop, write, format and proof read report 4.2 Check report for accuracy and intention 4.3 Arrange report's review and sign off with designated person where required 4.4 Make a record of report and correspondence 4.5 Forward report and correspondence to client

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 AHCWRK402A Provide information on issues and policies.

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 AHCWRK402 Provide information on issues and policies

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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:

- process a request for information
- access information to respond to a request
- collate information to deal specifically with the request
- prepare a response using chosen media
- maintain a record of the information provided and file for future reference
- use industry standard terminology.

Knowledge Evidence

The candidate must demonstrate knowledge of:

- workplace policies and documentation on local, regional, state and national issues
- relevant workplace documentation on international treaties, agreements and charters
- types of information sources
- methods and means of accessing and extracting the required information
- methods of validating information
- types of reports and their uses.

Assessment Conditions

Assessors must satisfy current standards for RTOs.

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