



Australian Government

AHCWRK408 Provide information on issues and policies

Release: 1

AHCWRK408 Provide information on issues and policies

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 issues and policies, including processing a request for information, and identifying, researching, extracting and recording information in a document or correspondence.

The unit applies to individuals who apply specialist skills and knowledge to provide information on issues and policies. This includes applying and communicating non-routine technical solutions to predictable and unpredictable problems.

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. Process a request for information on issues and policies	1.1 Listen actively to the client, and question to clarify and elicit information 1.2 Record notes from dialogue with the client and from correspondence 1.3 Document the request using the appropriate recording system 1.4 Seek and obtain approval to access information and forward

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	requests where appropriate
2. Identify sources and extract information	2.1 Identify, access and research relevant sources and locations of information 2.2 Extract relevant information 2.3 Evaluate workplace policies and documentation relevant to the request 2.4 Use alternative methods to locate identified gaps in information
3. Evaluate information to meet client request	3.1 Evaluate information for validity, reliability and appropriateness 3.2 Engage client in respectful dialogue to clarify information 3.3 Obtain additional information if required
4. Prepare and finalise document or correspondence	4.1 Develop, write, format and proofread a document or correspondence 4.2 Check document or correspondence for accuracy and intention 4.3 Arrange document or correspondence review and sign off with designated person where required 4.4 Make a record of document or correspondence 4.5 Provide document or correspondence to client

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
Writing	Use clear language, accurate industry terminology and logical structure to complete documents or correspondence
Oral communication	Using clear language and standard industry terminology to evaluate and provide information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCWRK408 Provide information on issues and policies	AHCWRK402 Provide information on issues and policies	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 AHCWRK408 Provide information on issues and policies

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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 issues and policies on at least one occasion and has:

- processed a request for information
- accessed information to respond to a request
- collated information to deal specifically with the request
- prepared and finalised document or correspondence
- maintained a record of the information provided and filed for future reference.

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:

- workplace policies and documentation related to issues and policies
- types of information sources, including:
 - methods of assessing the reliability, credibility and authenticity of information
 - methods and means of accessing and extracting the required information
 - methods of validating information
- types of documents and correspondence and their use.

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:

- workplace policies and documentation
- computer hardware and software
- relationships:
 - clients and colleagues.

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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