



Australian Government

Assessment Requirements for AHCWRK509 Provide specialist advice to clients

Release: 1

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Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

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:

- develop and maintain industry wide specialist knowledge
- provide a professional service to client enquiries and needs
- show discretion and judgement in stakeholder interaction
- implement professional practice in stakeholder consultation and report documentation
- use industry standard terminology.

Knowledge Evidence

The candidate must demonstrate knowledge of:

- products, treatments services of the industry
- environmental sustainability and land use issues relevant to the industry
- enterprise policy and procedures for customer service including handling customer complaints
- service standards and best practice models
- strategies for planning and monitoring activities
- consultation methods, techniques and protocols
- current enterprise, government and local council policy, legislation and regulations
- mechanisms to obtain and analyse customer feedback.

Assessment Conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

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