



Australian Government

AHCWRK509 Provide specialist advice to clients

Release: 1

AHCWRK509 Provide specialist advice to clients

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to maintain technical currency for specialist knowledge and provide specialist advice to clients.

This unit applies to individuals who take personal responsibility and exercise autonomy in undertaking complex work. They demonstrate deep knowledge in a specific technical area and analyse, design and communicate solutions to sometimes complex 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. Develop and maintain specialist knowledge	1.1 Use research skills regularly to build a comprehensive knowledge and understanding of specialist information from industry and other sources 1.2 Identify characteristics of industry practices, products and services and analyse using available documentation 1.3 Document information and maintain in a format consistent with enterprise requirements 1.4 Apply acquired knowledge to improve quality within personal work areas

Element	Performance criteria
	1.5 Identify legislative, regulatory and industry requirements relating to own work
2. Consult with clients	2.1 Conduct consultation with clients in a professional and courteous manner at all times 2.2 Use appropriate interpersonal skills to facilitate accurate and relevant exchange of information 2.3 Use work practices that reflect sensitivity to client's requirements, specific needs and cultural, family and individual differences
3. Provide a response to client enquiries and need	3.1 Prepare information relevant to client's needs 3.2 Use research skills to find verifiable evidence in support of information and document in the appropriate format 3.3 Structure information to identify clear benefits to clients and the organisation 3.4 Document and present information in a professional format and style to the client for consideration and discussion 3.5 Evaluate client feedback by survey to improve future provision of technical information and professional services

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 AHCWRK509A Provide specialist advice to clients

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 AHCWRK509 Provide specialist advice to clients

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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:

- 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.

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