



Australian Government

Assessment Requirements for AHCWRK518 Provide specialist advice to clients

Release: 1

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Modification History

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

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 specialist advice to at least one client and has:

- developed and maintained industry-wide specialist knowledge
- showed discretion and judgement in stakeholder interaction
- implemented professional practice in stakeholder consultation
- documented and presented information in a professional format and style.

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:

- current workplace, government and local council policy, legislation and regulations
- research skills, methods and strategies
- products, treatments and services of the industry
- workplace policy and procedures for customer service, including handling customer complaints
- documentation and report format and style to develop and maintain currency of specialist knowledge, and present to client
- consultation methods, techniques and protocols
- mechanisms to obtain, evaluate and analyse customer feedback.

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:
 - current workplace, government and local council policy, legislation and regulations
 - computer hardware and software
- specifications:
 - workplace policy and procedures for customer service, including handling customer complaints
- relationships:
 - clients.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>