



**Australian Government**

# **AHCWRK518 Provide specialist advice to clients**

**Release: 1**

## AHCWRK518 Provide specialist advice to clients

### 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 maintain specialist knowledge and provide advice to clients.

The unit applies to individuals who apply specialised skills and knowledge to providing specialist advice to clients, take personal responsibility and exercise autonomy in undertaking complex work. They analyse and synthesise information and analyse, design and communicate solutions to sometimes complex 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. Develop and maintain specialist knowledge     | 1.1 Use research skills to maintain comprehensive knowledge and understanding of specialist information from industry and other sources<br>1.2 Identify characteristics of industry practices, products and services, and analyse using available documentation<br>1.3 Document information and maintain in a format consistent with workplace requirements |

| Elements                                           | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i>   | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                                    | 1.4 Apply knowledge to improve quality of advice to clients<br>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 according to workplace protocols<br>2.2 Use appropriate interpersonal skills to facilitate accurate and relevant exchange of information<br>2.3 Use work practices that reflect sensitivity to client needs and requirements                                                                                                                                                                                                          |
| 3. Provide a response to client enquiries and need | 3.1 Prepare information relevant to client needs<br>3.2 Use research skills to find verifiable evidence in support of information, and document in an appropriate format<br>3.3 Structure information to identify clear benefits to client and the organisation<br>3.4 Document and present information in a professional format and style to the client for consideration and discussion<br>3.5 Evaluate client feedback by survey to improve future provision of technical information and professional services |

## 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                                                                                                                                                                                                |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading            | <ul style="list-style-type: none"><li>Interpret information regarding specialist information</li></ul>                                                                                                     |
| Writing            | <ul style="list-style-type: none"><li>Use clear language, accurate industry terminology and logical structure to complete specialist documentation and advice</li></ul>                                    |
| Oral communication | <ul style="list-style-type: none"><li>Initiate discussions with clients, using clear language and standard industry terminology to discuss specialist advice, seek feedback and analyse own work</li></ul> |

## Unit Mapping Information

| Code and title<br>current version                    | Code and title<br>previous version                   | Comments                                                                                                                                                                                                             | Equivalence status |
|------------------------------------------------------|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| AHCWRK518<br>Provide specialist<br>advice to clients | AHCWRK509<br>Provide specialist<br>advice to clients | Minor changes to<br>application<br><br>Minor changes to<br>performance criteria<br><br>Foundation skills added<br><br>Major and minor edits to<br>performance and<br>knowledge evidence and<br>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 AHCWRK518 Provide specialist advice to clients

## 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>