



Australian Government

Department of Education, Employment and Workplace Relations

AHCWRK509A Provide specialist advice to clients

Release: 1

AHCWRK509A Provide specialist advice to clients

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of providing specialist advice and defines the standard required to: maintain technical currency for specialist knowledge; maintain a current and documented interpretation of the legislative, environmental and financial implications for industry; cultivate and maintain industry wide sources of information and advice; determine client needs by professional consultation; provide information with comprehensive advice and recommendations detailing implications for the client; document financial and implementation issues for the individual client; evaluate the relevance, applicability and timeliness of advice by client survey and review of financial benefits.
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Application of the Unit

Application of the unit	This unit applies to the provision of specialist information to clients.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Develop and maintain specialist knowledge	1.1.A comprehensive knowledge and understanding of specialist information is actively and regularly researched from industry and other sources. 1.2.Characteristics of industry practices, products and services are identified and understood using available documentation. 1.3.Information is accurately documented and maintained in a format consistent with enterprise requirements. 1.4.Acquired knowledge is applied to improve quality within personal work areas.
2. Consult with clients	2.1.Consultation with clients is conducted in a professional and courteous manner according to enterprise requirements. 2.2.Appropriate interpersonal skills are used to facilitate accurate and relevant exchange of information. 2.3.Work practices 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.Information relevant to client's needs is prepared in line with enterprise requirements. 3.2.Information emphasises issues relevant to client needs. 3.3.Information is based on sound research practices and preparation is achievable within enterprise resources. 3.4.Evidence in support of information is researched, shown to be verifiable and documented in a suitable format. 3.5.Information is structured to identify clear benefits to clients and the organisation. 3.6.Information is documented and presented in a professional format and style to the client for consideration and discussion. 3.7.Client feedback is evaluated by survey to improve future provision of technical information and professional services.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- develop and maintain industry wide specialist knowledge
- provide a professional service to client enquiries and needs
- demonstrate discretion and judgement in stakeholder interaction
- maintain a current and documented interpretation of the legislative, environmental and financial implications for industry
- implement professional practice in stakeholder consultation and report documentation
- use literacy skills to fulfil job roles as required by the organisation. The level of skill may range from reading and understanding documentation to completion of written reports
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification, negotiating solutions and responding to a range of views
- use numeracy skills to estimate, calculate and record complex workplace measures
- use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

Required knowledge

- products, treatments and/or services
- 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.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following:

- maintain technical currency for specialist knowledge
- maintain a current and documented interpretation of the legislative, environmental and financial implications for industry
- cultivate and maintain industry wide sources of information and advice
- determine client needs by professional consultation
- provide information with comprehensive advice and recommendations detailing implications for the client
- document financial and implementation issues for the individual client
- evaluate the relevance, applicability and timeliness of advice by client survey and review of financial benefits.

Context of and specific resources for assessment

Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole.

Specialist advice may include:

- expert testimony or documentation and professional reports based on extensive knowledge or ability based on research, experience, or occupation and in a particular

RANGE STATEMENT	
	area of work.
Advice areas may include:	• agricultural • horticultural and/or land management practices • products • treatments • policies • issues.

Unit Sector(s)

Unit sector	Work
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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