

RTC3016A**Provide information on plants and their culture****Unit Descriptor**

Provide information on plants and their culture

Unit Sector

No sector assigned

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|-----------------------------------|--|
| 1. Identify the issue | 1.1 Contact is initiated with the client , when appropriate, according to enterprise work procedures |
| | 1.2 The client is assisted in explaining the issue by the use of attentive listening and questioning techniques according to enterprise work procedures |
| | 1.3 The nature of the issue is clarified by gathering all relevant information from the client according to enterprise work procedures |
| | 1.4 The issue is defined according to researched and experimental awareness and enterprise work procedures |
| 2. Decide on preferred solution | 2.1 Options and/or strategies are identified and devised according to researched and experimental awareness, and enterprise work procedures |
| | 2.2 Options and/or strategies are examined and evaluated according to sound problem-solving techniques and enterprise work procedures |
| | 2.3 The optimal solution is determined based on reasoned argument, appropriate evidence, sound cultural principles, and enterprise work procedures |
| 3. Provide the preferred solution | 3.1 The recommended solution, method of application and probable outcomes are clearly explained to the client according to enterprise work procedures |
| | 3.2 The original source of the plant and its cultural requirements is referred to where necessary |
| | 3.3 Client requests for clarification or expansion are responded to by the use of attentive listening and questioning techniques according to enterprise work procedures |
| | 3.4 Recommendations are recorded and reports are made to the supervisor according to enterprise work procedures |

KEY COMPETENCIES

What processes should be applied to this competency standard? There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Written, oral and telecommunication of ideas and information relating to the horticultural issue and the recommended solution will be required with the client, work group, supervisor and industry contacts	2
Collecting analysing and organising information	Enterprise work procedures, customer service standards and resources should be consulted, interpreted and applied to coordinate client service and information delivery about plants, products and treatments, with further clarification sought from the supervisor when necessary	2
Planning and organising activities	Own work activities, in coordination with the work team, will be planned prior to and adjusted during client service work periods	2
Working with others and in teams	The provision of information to clients may require coordination and consultation with team members to deliver effective and accurate information to the client satisfaction	2
Using mathematical ideas and techniques	Mathematical application will be required to calculate area, quantities, volumes and application rates for plants, products and treatments	2
Solving problems	Problem-solving techniques will be required to satisfy the clients needs, inadequate knowledge in an area of customer query and inadequate plants, products or treatments available within the specific enterprise to meet client needs, will also require problem-solving techniques	2
Using technology	Technological understanding will be required to access and apply information about plants, products and treatments to meet clients needs, communicate with clients and others, and keep records	2

RANGE STATEMENT

Client

may include

- general public
- customers
- clients
- community groups
- staff members
- industry counterparts

Enterprise work procedures

may include

- supervisors oral and written instructions
- enterprise policy and guidelines
- enterprise Standard Operating Procedures (SOP)
- specifications
- routine maintenance schedules
- work notes
- products labels and Material Safety Data Sheets (MSDS)
- manufacturers service specifications and operators manuals
- waste disposal, recycling and re-use guidelines
- Occupational Health and Safety procedures

Issues

may include

- weeds
- pest and disease control measures
- selection and use of plant materials
- basic design and maintenance
- soils
- irrigation
- plant nutrition
- products and services
- local geographical variables
- habitat and conservation use
- bush restoration
- other plant cultural information

Information

may include

- soil characteristics
- proximity of plantings and structures to buildings
- plant positioning
- material types
- origin of the plant
- environment and environmental threats
- watering regime
- propagation techniques
- seed collection methods
- habitat and conservation value
- natural and assisted regeneration
- drainage
- cultural practices

Researched and experimental awareness

knowledge of species and its culture may be increased through

- consultation with team members
- supervisor
- own knowledge
- specific literature
- supplier specifications
- local historical performance data
- industry best practice guidelines

Resources may include

- enterprise or public library
- horticultural and land management-related business and research organisation websites
- industry consultants
- suppliers and contractors
- enterprise supervisor and team colleague experience
- experts in the local area or industry sector

The sport and recreation industry

covers

- industry sectors of community recreation, fitness, outdoor recreation and sport
- significant roles played by activity organisations, industry peak bodies, professional organisations
- large volunteer base
- high turnover of volunteers
- high levels of part time and casual employment
- irregular working hours
- relatively few professional positions
- workforce employed mostly in operational positions
- mainly small business or self-employed personnel
- slow to take up technology
- over 2/3 of the sport and recreation industry have no formal/recognised qualifications
- significant reliance upon industry credentials and involvement in the activity itself

EVIDENCE GUIDE

Critical aspects of evidence to be considered

- Assessment must confirm sufficient knowledge in providing information on plants and their culture
- Assessment of performance should be over a period of time covering all categories from the Range Statements applicable to the learner's work environment
- In particular, assessment must confirm the ability to
 - respond positively and actively to client requests with information and recommendations
 - provide active listening and questioning techniques to ensure that the plant and cultural information supplied are appropriate to the clients needs
 - transfer the skills and knowledge required to provide information on products plants and treatments to a different work environment, eg, this could include different plants, cultural practices, environments and requests for information

Interdependent assessment of units

- This unit must be assessed after attainment of competency in the following unit(s)
 - Nil
- This unit must be assessed in conjunction with the following unit(s)
 - Nil
- For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s)
 - Competencies relevant to the job function

Required knowledge and skills

- Required knowledge
 - Broad range of plant species and their cultural relevant to the workplace
 - Awareness of legal issues, Occupational Health and Safety issues and requirements, and environmental implications, regulations and cultural sensitivities of clients
 - Problem-solving techniques
 - Plant identification techniques and basic physiology, habit and growth characteristics of the plants specific to the enterprise
 - Soil characteristics. particularly in relation to the geographical and climatic region from which clients generally originate
 - Pest and disease symptoms, basic physiology and life cycle of pests and diseases, vulnerable plant growth stages, treatment thresholds, treatment products, effective application procedures and environmental implications
 - Weed species, growth stages, treatment thresholds, treatment products, effective application procedures and environmental implications
 - Local plant suppliers, consultants, services, products and contractors
 - Awareness of duty of care in provision of advise and recommendations to retail, commercial and private clients
- Required skills
 - Communicate with clients, work team members, supervisors, suppliers, contractors and consultants
 - Interpret information sheets, labels, horticultural literature, specifications and design symbols
 - Utilise proforma reporting and work procedure documents
 - Estimate treatment and product requirements, material sizes and quantities
 - Interpret site designs, ground plans and specifications
 - Calculate ratios, proportions and application rates
 - Coordinate own work activities to gain knowledge about plants, products and treatments
 - Investigate client requests for information, identify and evaluate options, decide on a solution, and deliver recommendation and information to the client
 - Provide customer service to satisfy the clients need for information
 - Research and access information
 - Inform the client of any recommended solution using verbal explanations, available audio-visual or multimedia materials, literature, and demonstrations of the solution offered by a plant, product or treatment

Resource implications

- Physical resources - assessment of this competency requires access to
 - appropriate documentation and resources normally used in the workplace
- Human resources - assessment of this competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) should
 - be competent in this unit
 - be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area
 - have attained the National Competency Standards for Assessment: BSZ401A, BSZ402A and BSZ403A

Consistency in performance

- Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range Statements and contexts applicable to the work environment

Context for assessment

- This unit of competency must be assessed in the context of sport or recreation activity. For valid and reliable assessment the sport or recreation activity should closely replicate the work environment. The environment should be safe with the hazards, circumstances and equipment likely to be encountered in a real workplace
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

Essential Assessment Information

There is **essential information about assessing this competency standard for consistent performance and where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to the **Assessment Guidelines**. Further advice may also be sought from the relevant **sector booklet**.