



Australian Government

**Assessment Requirements for
AHCWRK208 Provide information on
products and services**

Release: 1

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Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

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:

- respond to customer requests for information
- use questioning to identify customer requirements
- refer or seek advice from supervisor when required
- engage customer, especially in relation to giving and receiving information
- assess initial customer needs
- access and research product information
- seek assistance as required
- recommend products
- encourage repeat business
- use industry standard terminology.

Knowledge Evidence

The candidate must demonstrate knowledge of:

- customer service techniques
- how to effectively engage and communicate with a range of customers
- customer requirements in various rural and horticultural settings
- the enterprise's business values, structure, products and services
- work health and safety in the context of own work.

Assessment Conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>