



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **AHCPCM401A Recommend plants and cultural practices**

**Release: 1**

## AHPCPM401A Recommend plants and cultural practices

### Modification History

Not Applicable

### Unit Descriptor

<b>Unit descriptor</b>	This unit covers the processes involved with recommending plants and cultural practices and defines the standard required to: document client preferences and site particulars; select plants in line with client preferences and suitability for the site; report recommendations to client detailing the types of plants chosen and their requirements.
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### Application of the Unit

<b>Application of the unit</b>	This unit applies to those whose job role includes recommending plants and cultural practices.
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### Licensing/Regulatory Information

Not Applicable

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Not Applicable

## Elements and Performance Criteria

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
1. Identify client preferences and requirements	<p>1.1. Contact is initiated with the client when appropriate and according to enterprise customer service policy</p> <p>1.2. The purpose of the planting and cultural and environmental factors of the intended planting site are clarified and defined by gathering all relevant information from the client according to enterprise customer service policy.</p> <p>1.3. Botanical and common names are used to describe plants according to client preferences and requirements</p> <p>1.4. The client is informed of the enterprises policy on the provision of advice and customer service under law.</p>
2. Select plants to suit specific situations	<p>2.1. Plants and their growth and performance characteristics that suit the specific situation are identified according to research and experiential awareness and enterprise guidelines</p> <p>2.2. Available plants are compared, assessed and evaluated according to sound problem-solving techniques and enterprise guidelines</p> <p>2.3. The best choice is determined, based on reasoned argument, appropriate evidence, sound principles, and enterprise customer service policy and industry standards.</p>
3. Advise on plants for specific situation	<p>3.1. Performance characteristics and particular planting, cultural and maintenance requirements are clearly explained to the client according to enterprise customer service policy.</p> <p>3.2. The original supplier of the plant is referred to where necessary.</p> <p>3.3. Client requests for clarification or expansion are responded to by the use of attentive listening and questioning techniques according to enterprise customer service policy.</p> <p>3.4. Purchase options and availability of recommended plants are outlined according to enterprise customer service policy and industry standards.</p> <p>3.5. Recommendations are recorded and reports are made to the manager according to enterprise customer service policy.</p>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- conduct literature and industry research, collate and analyse findings on plant species and cultivars, their characteristics and requirements
- comply with legislative requirements
- explain to the client Occupational Health and Safety (OHS) requirements or basic safety precautions relevant to the establishment and on-going maintenance of plants
- comply with OHS requirements of the workplace
- use literacy skills to read, interpret and follow organisational policies and procedures, develop sequenced written instructions, record accurately and legibly information collected and select and apply procedures to a range of tasks
- 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 routine and more complex workplace measures and data
- 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

- principles and practices for the establishment and maintenance of plants recommended by the enterprise
- nomenclature to plant family, genus, species and cultivar for the range of plants recommended by the enterprise
- botanical features of plant species and/or cultivars relevant to the industry region
- practical understanding of the physiology of the range of plants supplied and recommended by the enterprise and their comparative growth and performance characteristics in response to different cultural and environmental factors
- soil characteristics, particularly in relation to the geographical and climatic region from which clients generally originate
- responsibilities and liabilities in respect to the provision of recommendations and customer service under the Trade Practice laws
- enterprise customer service policy and procedures
- problem-solving techniques
- innovation and recent practices in plant selection, use and performance relevant to the region
- customer service and communication skills.



## Evidence Guide

<b>EVIDENCE GUIDE</b>	
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.	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• document client preferences and site particulars</li> <li>• select plants in line with client preferences and suitability for the site</li> <li>• report recommendations to client detailing the types of plants chosen and their requirements.</li> </ul>
<b>Context of and specific resources for assessment</b>	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

<b>RANGE STATEMENT</b>	
The range statement relates to the unit of competency as a whole.	
Plants may include:	<ul style="list-style-type: none"> <li>• all plant species and cultivars.</li> </ul>
Cultural factors may include:	<ul style="list-style-type: none"> <li>• the growth stage at which the plant is purchased</li> <li>• growth media and plant monitoring</li> <li>• weed</li> <li>• pest and disease control</li> <li>• irrigation and scheduling</li> <li>• drainage</li> <li>• application of nutrients</li> <li>• growth media management</li> <li>• canopy management.</li> </ul>

<b>RANGE STATEMENT</b>	
Plant cultural practices may include:	<ul style="list-style-type: none"> <li>• practices relevant to maintenance activities in diverse environments and a varying ability to control the environmental parameters.</li> </ul>
Research may include:	<ul style="list-style-type: none"> <li>• data from primary and secondary sources including:                             <ul style="list-style-type: none"> <li>• field work and trials</li> <li>• research materials</li> <li>• published books</li> <li>• academic reports</li> <li>• industry reports</li> <li>• colleagues</li> <li>• computer software</li> <li>• internet</li> <li>• newspapers</li> <li>• photographic data</li> <li>• journals</li> <li>• industry publications</li> <li>• industry specialists and experts.</li> </ul> </li> </ul>

### Unit Sector(s)

<b>Unit sector</b>	Plants
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### Co-requisite units

<b>Co-requisite units</b>	



## Competency field

Competency field	
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