

PIL401A Provide advice on permaculture principles and practices

This competency standard covers the process of providing advice on permaculture principles and practices. It requires knowledge of permaculture principles, practices and strategies, innovation and appropriate practices in plant and animal management and customer service and communication skills. Providing advice on permaculture principles and practices requires the ability to identify client preferences and requirements for information, and provide information on permaculture principles, practices and strategies

| Element | Performance Criteria |
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| 1 Identify client preferences and requirements for information | 1.1 Contact is initiated with the client when appropriate and according to quality customer service practices 1.2 The requirements for information are clarified and defined by gathering all relevant information from the client |
| 2 Provide information on permaculture principles | 2.1 Information provided observes agreed permaculture protocols and viewpoints 2.2 Information provided encompasses personal, household, community and bioregional strategies 2.3 Client requests for clarification or expansion are responded to by the use of attentive listening and questioning techniques 2.4 Relevant literature on permaculture and other sources are outlined to client 2.5 Recommendations are recorded and reports are made to the relevant manager or group |
| 3 Provide advice on permaculture practices and strategies to suit specific permaculture situations | 3.1 Characteristics of specific permaculture situations are identified according to researched and experiential awareness 3.2 Relevant literature on permaculture practices and other sources are outlined to client 3.3 Client requests for clarification or expansion are responded to by the use of attentive listening and questioning techniques |

3.4 Recommendations are recorded and reports are made to the relevant manager or group

Range of Variables

The Range of Variables explains the contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in particular training and assessment requirements may depend on the work situations available.

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| What type of client may be relevant to this standard? | Clients may include private landholders, students on courses and workshops, businesses and community groups. |
| What information may be relevant? | Information may include climate data, available human, energy, financial, plant and animal resources, existing maps and plans |
| What might be included under permaculture principles ? | The two main summaries of permaculture principles are found in Bill Mollison and Rene Mia Slay <i>Introduction to Permaculture</i> (1991) and David Holmgren <i>PERMACULTURE: Principles & Pathways Beyond Sustainability</i> (2002) |
| What are agreed permaculture protocols and viewpoints? | Agreed permaculture protocols and viewpoints are those principles and practices developed by Mollison and Holmgren and accepted by the permaculture community. |
| What other sources may be relevant to this standard? | Other sources include permaculture demonstration projects and learning centres, permaculture consultants and resources available via public library, business and organisation websites, community groups, suppliers and contractors, and colleagues, maps, climate and weather information, and resources available such as human, energy, financial, plant and animal. |

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Competence in providing advice on permaculture principles and practices requires evidence that a person is able to provide accurate and reliable advice and information on permaculture in a manner that is readily understood by the client. The skills and knowledge required to provide advice on permaculture principles and practices must be **transferable** to a different situations. For example, this could include different clients and requirements, bioregions, permaculture practices and strategies.

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| What specific | Knowledge and understanding are essential to apply this |
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knowledge is needed to achieve the performance criteria?

standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Principles of permaculture
- Permaculture practices and strategies
- Innovation and recent practices in plant and animal selection, use and performance relevant to the region.
- Customer service and communication skills.

What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complementary skills are required. These include the ability to:

- Identify client preferences and requirements for information
- Provide information after careful observation of the site and site records
- Propose a selection of permaculture strategies that best suit the needs and resources of the client and the potential of the site.
- Provide information on permaculture principles
- Provide advice on permaculture practices and strategies

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.

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| 1. How can communication of ideas and information (3) be applied? | Information about permaculture principles may include maps and climate information along with the responses to the client interview and should be communicated orally and in writing. |
| 2. How can information be collected, analysed and organised (3) ? | Information about permaculture practices and strategies will need to be researched. |
| 3. How are activities planned | Customer service, identification of preferences and |

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| and organised (3)? | requirements, information research and recommendations should proceed in an orderly and efficient manner. Timely and appropriate information needs to be available for decision-making. The recommendation should meet client needs and offer alternatives where necessary. |
| 4. How can team work (3) be applied? | Providing advice to clients may require coordination and consultation with team members to deliver effective and accurate recommendations to the client's satisfaction. |
| 5. How can the use of mathematical ideas and techniques (3) be applied? | Mathematical application will be required to calculate area, quantities and costs when advising on permaculture practices. |
| 6. How can problem-solving skills (3) be applied? | Problem-solving techniques will be required to satisfy the clients preferences and requirements. Inadequate knowledge in an area of client query will also require problem-solving techniques. |
| 7. How can the use of technology (3) be applied? | Technology will be required to record, store and communicate ideas and information. It will also be used to research, collate and analyse relevant information to produce recommendations. |

Are there other competency standards that could be assessed with this one?

This competency standard can be assessed on its own or in combination with other competencies relevant to the job function.

For information about assessing this competency standard for consistent performance and where and how it may be assessed, refer to the **Permaculture International Ltd Course Documentation**.