# CONTEXTUALISATION REMINDERS – SALES AND SALES ADMIN PLEASE READ

* HLTWHS002 is a generic unit meant for work environments where the candidate is involved in providing direct care for a client.
  + The KAQs do not focus on a specific age group.
  + Clients in the case studies are adults. However, the scenarios are generic/not specific to adult clients.
* There are instructions in the assessor guide for the assessor to contextualise the assessment depending on:
  + Their state/territory

Model answers contextualised to Queensland are provided but these are only *model answers* and are *not* the *benchmark answers*.

* + The candidate’s actual workplace setting

Since the unit may be used for different contexts, case studies are only meant to provide the general scenario and the assessor will ideally add more details as needed.