

### Modification history

Release	Comments
Release 2	This version released with AHC Agriculture, Horticulture, Conservation and Land Management Training Package Version 5.0.
Release 1	Initial release

AHCMER304	Recommend irrigation products and services
<b>Application</b>	<p>This unit of competency describes the skills and knowledge required to recommend irrigation products and services, including researching product range, estimating product quantities, providing product warranty advice, negotiating price and payment options, and providing advice and arranging product service and repairs, to fulfil the needs of a client.</p> <p>The unit applies to individuals who recommend irrigation products and services under broad direction and take responsibility for their own work.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>Prerequisite Unit</b>	Nil
<b>Unit Sector</b>	Merchandising and Sales (MER)

Commented [PM1]: We are seeking feedback regarding the suggestion that the unit sector for this unit be changed to Irrigation (IRG).

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Research store product range	1.1 Access relevant sources of information to develop product knowledge 1.2 Identify products according to relevant product information 1.3 Operate store products, machinery and equipment safely 1.4 Demonstrate a broad knowledge of irrigation product range
2. Recommend irrigation products	2.1 Identify client needs 2.2 Provide and explain details of product specifications to client to assist with buying decisions 2.3 Explain features and benefits of products to client to create a buying environment
3. Estimate quantities	3.1 Estimate quantities of irrigation products accurately from measurements and information provided according to product requirements 3.2 Provide quotation based on estimated quantities to client
4. Advise on irrigation product warranties	4.1 Provide clear explanation of the comparisons between products and manufacturer warranties to client 4.2 Confirm individual product warranty terms and conditions from relevant sources of information 4.3 Provide written information regarding individual product warranty terms and conditions, including extended or promotional warranties to client
5. Negotiate price and payment options	5.1 Explain payment options including store recommended retail pricing for various brand options 5.2 Negotiate individual product prices where necessary to achieve sales
6. Advise on and arrange product service and repairs	6.1 Question client to determine nature of problem 6.2 Identify problem by accessing manufacturer information 6.3 Offer solutions taking in consideration the nature of problem and available product information 6.4 Identify and discuss the service or repair process 6.5 Quote price and timeline for basic service or repairs 6.6 Obtain client details and record on repair form 6.7 Label item for repair and store securely 6.8 Notify client on completion of service or repair

AHCMER304 Recommend irrigation products and services

<b>Foundation Skills</b>	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
<b>Skill</b>	<b>Description</b>
Reading	<ul style="list-style-type: none"> <li>Interpret textual information from a range of sources to identify relevant and key information about product range, including product specifications and warranty terms and conditions</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Document individual product warranty terms and conditions</li> <li>Document estimates and quotes</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Use clear language with customers to explain product specifications, warranties, service and repair requirements and to compare products</li> </ul>
Numeracy	<ul style="list-style-type: none"> <li>Estimate irrigation product quantities and costs</li> <li>Estimate service and repair costs</li> </ul>

<b>Unit Mapping Information</b>			
<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
AHCMER304 Recommend irrigation products and services Release 2	AHCMER304 Recommend irrigation products and services Release 1	Performance criteria clarified Foundation skills added Assessment requirements updated	Equivalent unit

<b>Links</b>	Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72">https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72</a>
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<b>TITLE</b>	<b>Assessment requirements for AHCMER304 Recommend irrigation products and services</b>
<b>Performance Evidence</b>	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has recommended irrigation products and services on at least two occasions and has:</p> <ul style="list-style-type: none"> <li>• demonstrated a range of irrigation products</li> <li>• provided advice on irrigation product specifications and warranties</li> <li>• negotiated individual product prices</li> <li>• determined product service and repair requirements.</li> </ul>	
<b>Knowledge Evidence</b>	
<p>An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• principles and practices for recommending irrigation products and services</li> <li>• manufacturer specifications for a range of products</li> <li>• price negotiation techniques and payment options for the store</li> <li>• irrigation product characteristics, technical capabilities and limitations</li> <li>• irrigation product components, controls, features and functions</li> <li>• store irrigation products range, service and repair policy.</li> </ul>	
<b>Assessment Conditions</b>	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> <li>• physical conditions: <ul style="list-style-type: none"> <li>• a workplace setting or an environment that accurately represents workplace conditions</li> </ul> </li> <li>• resources, equipment and materials: <ul style="list-style-type: none"> <li>• irrigation products</li> </ul> </li> <li>• specifications: <ul style="list-style-type: none"> <li>• irrigation product warranties, terms, conditions and manufacturer specifications</li> <li>• irrigation product recommended retail price</li> </ul> </li> <li>• relationships: <ul style="list-style-type: none"> <li>• clients</li> </ul> </li> <li>• timeframes: <ul style="list-style-type: none"> <li>• according to job requirements.</li> </ul> </li> </ul> <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
<b>Links</b>	Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72">https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72</a>