

Modification history

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

AHCMER3XX	Provide information on hardware products
Application	<p>This unit of competency describes the skills and knowledge required to identify customer needs and provide information on hardware products.</p> <p>The unit applies to individuals who provide information on hardware products under broad direction and take responsibility for their own work.</p> <p>All work must be carried out to comply with workplace procedures, health and safety in the workplace requirements, legislative and regulatory requirements.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
Prerequisite Unit	Nil
Unit Sector	Merchandising and Sales (MER)

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. Identify customer needs	1.1 Use interpersonal skills to engage customer and identify needs 1.2 Handle customer enquiries courteously and promptly according to workplace procedures and legislative requirements 1.3 Match available products to customer needs 1.4 Research and update knowledge and understanding of hardware products from authoritative sources
2. Provide product information	2.1 Provide information to customer in a timely and professional manner according to workplace procedures and legislative requirements 2.2 Exhibit and demonstrate products to customer 2.3 Suggest alternative and additional products and services 2.4 Address customers concerns and questions sensitively

Foundation Skills	
<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>	
Skill	Description
Reading	<ul style="list-style-type: none"> Interpret textual information from a range of sources to identify relevant and key information about hardware product range, and legislative requirements
Oral communication	<ul style="list-style-type: none"> Use clear language with customers to gather information and match products to customer needs, explain products and suggest alternative and additional products and services

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
AHCMER3XX Provide information on hardware products Release 1	AHCMER302 Provide advice on hardware products Release 1	Title updated Performance criteria clarified Foundation skills added Assessment requirements updated	Equivalent unit

Links
Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72

TITLE	Assessment requirements for AHCMER3XX Provide information on hardware products
Performance Evidence	
<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 provided information on hardware products on at least three occasions and has:</p> <ul style="list-style-type: none"> • engaged with and advised customer on the range of products available for their specific application and environment • applied applicable legislative requirements in sales environments, particularly fair trading, trade practices and sale of goods legislation and public liability • applied workplace procedures for providing information on hardware products and services • ensured that the information, product type, application and suitability are understood by the customer • researched hardware products • represented the workplace in a professional manner when dealing with customers according to workplace procedures and legislative requirements • demonstrated hardware products • encouraged add on sales. 	
Knowledge Evidence	
<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"> • customer service and sales techniques • workplace hardware product range and services • industry terminology for hardware products • legislative requirements in sales environments, particularly fair trading, trade practices and sale of goods legislation and public liability • workplace procedures for providing information on hardware products and services. 	
Assessment Conditions	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> • physical conditions: <ul style="list-style-type: none"> • a workplace setting or an environment that or an environment that accurately represents workplace conditions • resources, equipment and materials: <ul style="list-style-type: none"> • hardware • specifications: <ul style="list-style-type: none"> • legislative requirements relevant to sales environments, particularly fair trading, trade practices and sale of goods legislation and public liability • workplace procedures relevant to providing information on hardware products and services • relationships: <ul style="list-style-type: none"> • customers. <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
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