

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

AHCMER402	Provide advice and sell machinery
Application	<p>This unit of competency describes the skills and knowledge required to identify customer needs, provide advice, sell, handle and maintain machinery.</p> <p>The unit applies to individuals who apply specialist skills and knowledge to providing advice and selling agricultural farm and small machinery, spare parts and building products. This includes applying and communicating non-routine technical solutions to predictable and unpredictable problems.</p> <p>All work must be carried out to comply with workplace procedures, health and safety in the workplace requirements, legislative and regulatory requirements, and sustainability and biosecurity practices.</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)

Commented [PM1]: We are seeking feedback regarding the suggestion that the unit sector for this unit be changed to Machinery operation and maintenance (MOM).

Commented [PM2]: We are seeking feedback regarding the suggestion that all references to "advice" in this unit be changed to "information".

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 with 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 machinery and related products from authoritative sources 1.5 Research local workplace and district requirements for machinery and related products
2. Provide product advice	2.1 Provide advice to customer in a timely and professional manner according to workplace procedures and legislative requirements 2.2 Exhibit or demonstrate products to customer 2.3 Address customers concerns and questions 2.4 Provide safety information to the customer for recommended products 2.5 Prepare and supply quotations
3. Sell products	3.1 Complete sales to maximise potential for customer satisfaction according to workplace procedures and legislative requirements 3.2 Identify and respond to opportunities for add on and repeat sales
4. Handle and maintain products	4.1 Handle and store products safely and efficiently according to manufacturer and workplace health and safety requirements 4.2 Complete sales documentation 4.3 Monitor sales results against specified criteria 4.4 Review sales techniques to enhance future sales results 4.5 Monitor stock levels and follow reordering procedures

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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 machinery and related product range, and legislative requirements
Writing	<ul style="list-style-type: none"> Record sales and product reordering
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 additional products and services

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
AHCMER402 Provide advice and sell machinery Release 2	AHCMER402 Provide advice and sell machinery Release 1	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

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TITLE	Assessment requirements for AHCMER402 Provide advice and sell machinery
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 advice and sold machinery on at least two occasions and has:</p> <ul style="list-style-type: none"> • engaged with and advised customers on the range of machinery products, received information on their specific application and environment and created additional sales opportunities • applied applicable legislative requirements in sales environments, particularly fair trading, trade practices and sale of goods legislation and public liability • applied relevant components of State/Territory Acts relating to machinery use • applied workplace procedures for providing advice on machinery and related products • researched machinery supplier information to retain technical currency in all aspects of machinery relevant to local district requirements • represented the workplace in a professional manner when dealing with customers according to workplace procedures and legislative requirements • ensured that the advice, product type, application and suitability are understood by the customer • organise the demonstration of machinery and related products • applied workplace health and safety procedures applicable to machinery and related products • encouraged add on and repeat 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 health and safety procedures for the safe handling of machinery, parts and related products • industry terminology for machinery and related products • machinery and related products requirements of local district industry • industry trends and improved practices in relation to machinery usage and equipment • manufacturer product recommendations and warranty requirements • legislative requirements in sales environments, particularly, fair trading, trade practices and sales of goods legislation and public liability • relevant components of State/Territory Acts relating to machinery use • workplace procedures for providing advice on machinery and related products • requirements of local or specific customers for machinery. 	
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 accurately represents workplace conditions • resources, equipment and materials: <ul style="list-style-type: none"> • agricultural farm and small machinery, spare parts and building products • specifications: <ul style="list-style-type: none"> • workplace health and safety procedures for the safe handling of machinery, parts and related products • legislative requirements relevant to sales environments, particularly, fair trading, trade practices and sales of goods legislation and public liability • components of State/Territory Acts relevant to machinery use • workplace procedures relevant to providing advice on machinery and related products • 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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