

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

AHCMER403	Provide advice and sell farm chemicals
Application	<p>This unit of competency describes the skills and knowledge required to identify customer needs, provide advice, sell, handle and maintain farm chemicals.</p> <p>The unit applies to individuals who apply specialist skills and knowledge to providing advice and selling farm chemicals. 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 Chemicals (CHM).

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 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 and environmental considerations 1.4 Research and update knowledge and understanding of farm chemicals and related products from authoritative sources 1.5 Research local workplace and district requirements for farm chemical 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 Consider and discuss environmental considerations, non-chemical alternatives and additional products 2.3 Address customers concerns and questions 2.4 Ensure that information and directions on the product label are understood by the customer 2.5 Provide safety information to the customer for recommended products 2.6 Prepare and supply quotations
3. Sell products	3.1 Ensure relevant licences or accreditation regarding the sale and handling of farm chemicals are held by salesperson and workplace 3.2 Complete sales to maximise potential for customer satisfaction according to workplace procedures and legislative requirements 3.3 Supply Safety Data Sheets (SDS) to customers purchasing registered chemicals 3.4 Identify and respond to opportunities for add on and repeat sales

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Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
4. Handle and maintain products	4.1 Handle and store farm chemical products safely and efficiently according to workplace health and safety and manufacturer requirements, and chemical legislation and regulations 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 farm chemicals, non-chemical alternatives and related product range, and legislative requirements Read and interpret product labels and SDS for farm chemicals
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 non-chemical alternatives and additional products and services
Numeracy	<ul style="list-style-type: none"> Calculate farm chemical product formulations

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
AHCMER403 Provide advice and sell farm chemicals Release 2	AHCMER403 Provide advice and sell farm chemicals 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 AHCMER403 Provide advice and sell farm chemicals
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 farm chemicals 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, received information 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 workplace procedures for providing advice on farm chemicals and related products • researched farm chemical supplier information to retain technical currency in all aspects of farm chemicals relevant to local district requirements • represented the workplace in a professional manner when dealing with customers according to workplace procedures and legislative requirements • assessed and demonstrated cost benefits of products and non-chemical alternatives • ensured that information and directions on the product label are understood by the customer • supplied Safety Data Sheets (SDS) with all registered chemicals • applied workplace health and safety procedures for the safe handling of farm chemicals and related products • encouraged add on sales 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"> • potential environmental impact of chemicals • chemical formulations, available proprietary products and their applications • the content and legal status of registered chemical labels • HAZCHEM, AGSAFE, Australian Dangerous Goods, pesticides and environmental legislation, chemical safety legislation and regulations, and workplace health and safety procedures relevant to the safe handling of farm chemicals and related products • legislative requirements in sales environments, particularly fair trading, trade practices and sale of goods legislation and public liability • workplace procedures for providing advice on farm chemicals and related products • licences or accreditation relevant to the sale and handling of farm chemicals • requirements of local or specific customers for farm chemicals. 	
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"> • farm chemicals • SDS for registered chemicals • specifications: <ul style="list-style-type: none"> • HAZCHEM, AGSAFE, Australian Dangerous Goods, pesticides and environmental legislation, chemical safety legislation and regulations, and workplace health and safety procedures relevant to the safe handling of farm chemicals and related products • legislative requirements relevant to sales environments, particularly fair trading, trade practices and sale of goods legislation and public liability • workplace procedures for providing advice on farm chemicals and related products • relationships: <ul style="list-style-type: none"> • customers. 	

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Assessment Conditions

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.
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