

**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

AHCMER404	Provide advice on agronomic products
<b>Application</b>	<p>This unit of competency describes the skills and knowledge required to identify customer needs and provide advice on agronomic products.</p> <p>The unit applies to individuals who apply specialist skills and knowledge to providing advice on agronomic products including fertilisers. 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>
<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 Broad acre cropping (BAC).

**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 ecological considerations 1.4 Research and update knowledge and understanding of agronomic products and related products from authoritative sources 1.5 Research local workplace and district requirements for agronomic 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 according to workplace procedures and legislative requirements 2.3 Organise product trials when required 2.4 Suggest alternative and additional products and services 2.5 Address customers concerns and questions 2.6 Provide safety information to the customer for recommended products

AHCMER404 Provide advice on agronomic products

<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 agronomic and related product range, and legislative requirements</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Use clear language with customers to gather information and match products to customer needs, explain products and suggest alternative and additional products and services</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>
AHCMER404 Provide advice on agronomic products Release 2	AHCMER404 Provide advice on agronomic products 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 AHCMER404 Provide advice on agronomic products</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 provided advice on agronomic products and related products on at least three occasions and has:</p> <ul style="list-style-type: none"> <li>• engaged with and advised customer on the range of products available for the purpose and growing environment of the client</li> <li>• applied applicable legislative requirements in sales environments, particularly fair trading, trade practices and sale of goods legislation and public liability</li> <li>• applied workplace procedures for providing advice on agronomic products and related products</li> <li>• researched sources of agronomic information to retain technical currency in all aspects of agronomy relevant to local district requirements</li> <li>• represented the workplace in a professional manner when dealing with customers according to workplace procedures and legislative requirements</li> <li>• demonstrated agronomic or related products</li> <li>• applied workplace health and safety procedures for the safe handling of agronomic and related products</li> <li>• encouraged add on sales.</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>• customer service and sales techniques</li> <li>• agronomic products including fertilisers and crop seeds and their uses</li> <li>• industry terminology for agronomic products and related products</li> <li>• workplace health and safety procedures for the safe handling of products</li> <li>• legislative requirements in sales environments, particularly, fair trading, trade practices and sales of goods legislation and public liability</li> <li>• legislative requirements relevant to fertilisers and certified seeds</li> <li>• workplace procedures for providing advice on agronomic products and related products</li> <li>• requirements of local or specific customers.</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>• agronomic products and related products</li> </ul> </li> <li>• specifications: <ul style="list-style-type: none"> <li>• workplace health and safety procedures for the safe handling of agronomic and related products</li> <li>• legislative requirements relevant to sales environments, particularly, fair trading, trade practices and sales of goods legislation and public liability</li> <li>• legislative requirements relevant to fertilisers and certified seeds</li> <li>• workplace procedures relevant to providing advice on agronomic products and related products</li> </ul> </li> <li>• relationships: <ul style="list-style-type: none"> <li>• customers.</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>