

**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

AHCMER405	Provide advice on livestock products
<b>Application</b>	<p>This unit of competency describes the skills and knowledge required to identify customer needs and provide advice on livestock products.</p> <p>The unit applies to individuals who apply specialist skills and knowledge to providing advice on livestock products, including industry equipment, animal handling systems and stock feeds. This includes applying and communicating non-routine technical solutions to a 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, animal welfare legislation, and sustainability and biosecurity practices.</p> <p>No occupational licensing, legislative or certification requirements are known to 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 Livestock (LSK).

**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 livestock products and related products from authoritative sources 1.5 Research local workplace and district requirements for livestock 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 according to workplace procedures, workplace health and safety requirements and legislative requirements 2.3 Suggest alternative and additional products and services 2.4 Address customers concerns and questions 2.5 Provide safety information to the customer for recommended products

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<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 livestock 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>
AHCMER405 Provide advice on livestock products Release 2	AHCMER405 Provide advice on livestock 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 AHCMER405 Provide advice on livestock 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 livestock 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 livestock products available for the customers purpose, application and environment</li> <li>• applied workplace procedures for providing advice on livestock products and related products</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 relevant components of State/Territory Acts relating to stock feeds</li> <li>• applied animal welfare legislation applicable to providing advice on livestock products</li> <li>• advised customers on risks to worker safety or animal welfare from use of the product</li> <li>• represented the workplace in a professional manner when dealing with customers according to workplace procedures and legislative requirements</li> <li>• applied workplace health and safety, sustainability and biosecurity procedures for the safe handling of livestock 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>• livestock products, including; industry equipment, animal handling systems and stockfeeds</li> <li>• workplace procedures for providing advice on livestock products and related products</li> <li>• legislative requirements in sales environments, particularly, fair trading, trade practices and sale of goods legislation and public liability</li> <li>• relevant components of State/Territory Acts relating to stock feeds</li> <li>• animal welfare legislation applicable to providing advice on livestock products</li> <li>• workplace health and safety, sustainability and biosecurity procedures for the safe handling of livestock 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>• livestock products including industry equipment, animal handling systems and stock feeds</li> </ul> </li> <li>• specifications: <ul style="list-style-type: none"> <li>• workplace procedures relevant to providing advice on livestock products and related products</li> <li>• legislative requirements relevant to sales environments, particularly, fair trading, trade practices and sale of goods legislation and public liability</li> <li>• components of State/Territory Acts relevant to stock feeds</li> <li>• animal welfare legislation relevant to providing advice on livestock products</li> <li>• workplace health and safety, sustainability and biosecurity procedures for the safe handling of livestock 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>	

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