

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

AHCMER407	Provide irrigation sales and service
Application	<p>This unit of competency describes the skills and knowledge required to identify customer needs, provide advice, recommend irrigation components and pumps, research irrigation innovations and conduct retail transactions.</p> <p>The unit applies to individuals who apply specialist skills and knowledge to providing irrigation sales and service. This includes applying and communicating non-routine technical solutions to predictable and unpredictable problems.</p> <p>All work is 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 Irrigation (IRG).

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 and against ecological considerations 1.4 Research and update knowledge and understanding of irrigation products regularly from authoritative sources
2. Provide advice on products and services	2.1 Provide advice to customer in a timely and professional manner according to workplace procedures and legislative requirements 2.2 Explain or show products to customer that may meet needs 2.3 Suggest alternative and additional products and services as necessary 2.4 Address customer concerns and questions
3. Recommend irrigation components and pumps	3.1 Interpret irrigation design 3.2 Confirm pump and component requirements and discuss with customer 3.3 Provide advice on irrigation pumps based on suitability for the task, energy efficiency from pump curves and serviceability 3.4 Provide advice on components based on technically correct and current information
4. Research irrigation innovations and products	4.1 Maintain contacts in irrigation product development and review new products regularly 4.2 Study exhibitions and field displays to update technical expertise 4.3 Read and incorporate technical and extension information into advice to customers

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

AHCMER407 Provide irrigation sales and service

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
5 Conduct retail transactions with irrigation clients	5.1 Estimate quantities for irrigation installation projects 5.2 Prepare and supply quotes on products and services 5.3 Negotiate price and payment options 5.4 Provide advice on irrigation product warranties 5.5 Organise product service and repairs 5.6 Organise delivery of irrigation merchandise

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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 irrigation product range, including product specifications and warranty terms and conditions Interpret textual information from a range of sources to identify relevant and key information on workplace procedures and legislative requirements Interpreted textual information from irrigation plans
Writing	<ul style="list-style-type: none"> Prepare quotes
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
Numeracy	<ul style="list-style-type: none"> Calculated irrigation component pressure loss and pumping requirements Interpreted numerical information from irrigation plans and pump curves Estimate irrigation product quantities and costs

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
AHCMER407 Provide irrigation sales and service Release 2	AHCIRG428 Provide irrigation sales and service 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 AHCMER407 Provide irrigation sales and service
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 irrigation sales and service on at least two occasions and has:</p> <ul style="list-style-type: none"> • engaged with and advised customers on the range of irrigation products, and received information on 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 • represented the workplace in a professional manner when dealing with customers according to workplace procedures and legislative requirements • researched irrigation information to retain technical currency in all aspects of irrigation relevant to local district requirements • interpreted and estimated requirements for materials and components from an irrigation plan • interpret pump curves • used recorded information to review energy and water efficiency for an irrigation system • calculated pressure loss due to irrigation components • calculated pumping requirements • selected irrigation components for a system • provided quotes on product and services • negotiated price and payment options • provided advice on irrigation product specifications and warranties • applied workplace health and safety procedures and environmental requirements applicable to irrigation products. 	
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 • principles and practices of irrigation sales and service • workplace health and safety procedures and environmental requirements applicable to irrigation • 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 irrigation use • workplace procedures for providing advice on irrigation products • basic irrigation system diagnostic techniques • demonstration and assembly of irrigation products and components • determination of pump capacities in relation to proposed application • interpretation of manufacturers specifications • irrigation components technical specifications and suitability • pump and irrigation equipment characteristics, technical capabilities and limitations • pump and irrigation equipment components, controls, features and functions • store irrigation products and pump range • price negotiation techniques and payment options for store • store product and service and repair policy. 	
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"> • irrigation products and pumps • irrigation products and pumps specifications and warranties 	

Assessment Conditions

- irrigation plan
- pump curves
- specifications:
 - workplace health and safety procedures and environmental requirements applicable to irrigation
 - 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 irrigation use
 - workplace procedures for providing advice on irrigation products
- relationships:
 - customers.

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

Links

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