



Australian Government

AHCMER407 Provide irrigation sales and service

Release: 1

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Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to provide irrigation sales and service.

It applies to individuals who analyse information and exercise judgement to complete a range of advanced skilled activities and demonstrate deep knowledge in a specific technical area. They have accountability for the work of others and analyse, design and communicate solutions to a range of complex problems. All work is carried out to comply with workplace procedures.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Merchandising and Sales (MER)

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify customer needs	1.1 Use appropriate interpersonal skills to accurately identify customer needs 1.2 Handle customer enquiries courteously and promptly 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

Element	Performance criteria
2. Provide advice on products and services	2.1 Provide advice that addresses customer needs to customers in a timely and professional manner 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 sensitively
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 information and extension advice to provide advice to customers
5. Conduct retail transactions with irrigation clients	5.1 Estimate quantities for irrigation installation projects 5.2 Provide 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

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

This unit is equivalent to AHCIRG428A Provide irrigation sales and service.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>