



Australian Government

AHCCHM406 Provide advice and sell farm chemicals

Release: 1

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Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 6.0.

Application

This unit of competency describes the skills and knowledge required to identify customer needs, provide advice, sell, handle and maintain farm chemicals.

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.

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.

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

Pre-requisite Unit

Nil

Unit Sector

Chemicals (CHM)

Elements and Performance Criteria

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. Establish 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

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	considerations
2. Research and provide product advice	2.1 Research and update knowledge and understanding of farm chemicals and related products from authoritative sources 2.2 Research local workplace and district requirements for farm chemical products 2.3 Provide advice to customer in a timely and professional manner according to workplace procedures and legislative requirements 2.4 Consider and discuss environmental considerations, non-chemical alternatives and additional products 2.5 Address customer concerns and questions 2.6 Check that information and directions on the product label are understood by the customer 2.7 Provide safety information to the customer for recommended products 2.8 Prepare and supply quotations according to workplace procedures
3. Sell products	3.1 Check 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
4. Complete sales documentation 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 according to workplace procedures 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

Foundation Skills

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.

Skill	Description
Reading	- 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 - Interpret product labels and SDS for farm chemicals
Writing	Record product sales and reordering
Oral communication	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	Calculate farm chemical product formulations

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCCHM406 Provide advice and sell farm chemicals	AHCMER403 Provide advice and sell farm chemicals	Unit code and sector changed Performance criteria clarified Foundation skills added Assessment requirements updated	Equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>