



Australian Government

**Assessment Requirements for
AHCMER302 Provide advice on hardware
products**

Release: 1

Assessment Requirements for AHCMER302 Provide advice on hardware products

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting. Performance must be demonstrated consistently over time and in a suitable range of contexts.

The candidate must provide evidence that they can:

- advise customers as to the range of products available for their specific application/environment
- engage with and give advice to customers
- ensure that the advice, product type, application and suitability are understood by the customer
- encourage add on sales
- research hardware products
- organise the demonstration of products
- represent the enterprise in a professional manner when dealing with customers

Knowledge Evidence

The candidate must demonstrate knowledge of:

- customer service and selling techniques
- systems and procedures for the safe handling of products
- enterprise policies and procedures, business values, structure, product range and services
- industry terminology for products
- relevant requirements of work health and safety, industry, fair trading, trade practices, sales of goods, and public liability

Assessment Conditions

Competency is to be assessed in the workplace or simulated environment that accurately reflects performance in a real workplace setting.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

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