



Australian Government

AHCMER305 Provide information on hardware products

Release: 1

AHCMER305 Provide information on hardware products

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 and provide information on hardware products.

The unit applies to individuals who provide information on hardware products under broad direction, and take responsibility for their own work.

All work must be carried out to comply with workplace procedures, health and safety in the workplace requirements, legislative and regulatory requirements.

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

Pre-requisite Unit

Nil

Unit Sector

Merchandising and Sales (MER)

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
2. Research and provide	2.1 Research and update knowledge and understanding of hardware

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
product information	products from authoritative sources 2.2 Provide information to customer in a timely and professional manner according to workplace procedures and legislative requirements 2.3 Exhibit and safely demonstrate products to customer 2.4 Address customer concerns and questions and suggest alternative or additional products to meet requirements

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 hardware product range and legislative requirements
Oral communication	Use clear language with customers to gather information and match products to customer needs

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCMER305 Provide information on hardware products	AHCMER302 Provide advice on hardware products	Title updated 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>