



Australian Government

Assessment Requirements for AHC MER306 Sell products and services

Release: 1

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Modification History

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

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has sold products and services on at least three occasions, and has:

- engaged customers
- identified the potential for a sale
- complied with relevant legislative requirements in sales environments, including fair trading, trade practices and sale of goods legislation and public liability
- applied workplace procedures for safely handling, storing and selling products and services
- provided quotations.

Knowledge Evidence

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:

- principles of customer service and sales techniques
- how to effectively engage and communicate with a range of customers from diverse backgrounds
- customer needs in various merchandising settings
- customer buying signals
- legislative requirements in sales environments, including fair trading, trade practices and sale of goods legislation and public liability
- workplace procedures for safely handling, storing and selling products and services.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - a workplace setting or an environment that accurately represents workplace conditions
- specifications:
 - legislative requirements relevant to sales environments, including fair trading, trade practices and sale of goods legislation and public liability
 - workplace procedures relevant to safely handling, storing and selling products and services
- relationships:
 - customers, appropriate personnel.

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

Links

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