



**Australian Government**

# **AHCMER306 Sell products and services**

**Release: 1**

## AHCMER306 Sell products and services

### 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 engage the customer and sell and maintain products and services.

This unit applies to individuals who sell products and services 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 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

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 Approach customer in a timely and professional manner 1.2 Use interpersonal skills to engage customer 1.3 Present customers with purchase options that address their needs, and assist to identify their preferred option 1.4 Identify personal, professional and legislative requirements in addressing customer needs, and seek assistance from appropriate

<b>Elements</b>	<b>Performance Criteria</b>
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	personnel
2. Sell products and services	2.1 Determine prices and quotations on the advice of appropriate personnel, and provide to customer 2.2 Complete sales to maximise potential for customer satisfaction 2.3 Identify and respond to opportunities for up-selling and repeat sales 2.4 Review sales techniques to enhance future sales results
3. Store and maintain products	3.1 Handle and store products safely and efficiently 3.2 Complete sales documentation and reorder products

## 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.*

<b>Skill</b>	<b>Description</b>
Reading	<ul style="list-style-type: none"> <li>Interpret textual information from a range of sources to identify relevant and key information about legislative requirements</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Record product sales and reordering</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Use clear language with customer to gather information and confirm customer needs</li> <li>Initiate discussions with appropriate personnel, using clear language to seek sales assistance</li> </ul>

## Unit Mapping Information

<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
AHCMER306 Sell products and services	AHCMER303 Sell products and services	Performance criteria clarified	Equivalent

<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
		Foundation skills added Assessment requirements updated	

## Links

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