



Australian Government

AHCMOM403 Provide advice and sell machinery

Release: 1

AHCMOM403 Provide advice and sell machinery

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, and sell, handle and maintain agricultural machinery, spare parts and related products.

The unit applies to individuals who apply specialist skills and knowledge to providing advice and selling agricultural machinery, spare parts and related products. 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

Machinery Operation and Maintenance (MOM)

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 with customer and identify needs 1.2 Handle customer enquiries courteously and promptly according to

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	workplace procedures and legislative requirements 1.3 Match available products to customer needs
2. Research and provide product advice	2.1 Research and update knowledge and understanding of machinery, spare parts and related products from authoritative sources 2.2 Research local workplace and district requirements for machinery, spare parts and related products 2.3 Provide advice to customer in a timely and professional manner according to workplace procedures and legislative requirements 2.4 Exhibit or demonstrate machinery, spare parts and related products safely to customer according to regulatory requirements 2.5 Address customer concerns and questions 2.6 Provide safety information to the customer for recommended machinery, spare parts and related products 2.7 Prepare and supply quotations according to workplace procedures
3. Sell products	3.1 Complete sales to maximise potential for customer satisfaction according to workplace procedures and legislative requirements 3.2 Identify and respond to opportunities for add-on and repeat sales 3.3 Complete sales documentation according to workplace procedures
4. Complete sales documentation and maintain products	4.1 Handle and store machinery, spare parts and related products safely and efficiently according to manufacturer and workplace health and safety requirements 4.2 Monitor sales results against specified criteria 4.3 Review sales techniques to enhance future sales results 4.4 Monitor stock levels and follow reordering procedures as required

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
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Skill	Description
Reading	Interpret textual information from a range of sources to identify relevant and key information about machinery, spare parts and related product range, and legislative requirements
Writing	Record machinery, spare parts and related product sales and reordering
Oral communication	Use clear language with customers to gather information and match products to customer needs, explain products and suggest additional products and services

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCMOM403 Provide advice and sell machinery	AHCMER402 Provide advice and sell machinery	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>