



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **AHCIRG307A Recommend irrigation products and services**

**Release: 1**

## AHCIRG307A Recommend irrigation products and services

### Modification History

Not Applicable

### Unit Descriptor

<b>Unit descriptor</b>	This unit covers the process of recommending irrigation products and services and defines the standard required to: identify and interpret customer needs; recommend appropriate products including pumps; estimate quantities and negotiate price; provide advice on warranty, payment, service and repair.
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### Application of the Unit

<b>Application of the unit</b>	This unit requires the application of knowledge and skills to interact with customers, address customer needs. The work in this standard will be carried out with limited supervision within enterprise guidelines.
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### Licensing/Regulatory Information

Not Applicable

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Not Applicable

## Elements and Performance Criteria

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
1. Research store product range	1.1. Product knowledge developed by accessing relevant sources of information. 1.2. Products correctly identified according to relevant product information. 1.3. Operation of store products, machinery and equipment safely and accurately demonstrated according to store policy and legislative requirements. 1.4. Knowledge of irrigation product range accurately demonstrated.
2. Recommend irrigation products	2.1. Customer's needs accurately identified. 2.2. Detailed manufacturer's product specifications provided, when applicable, and explained to customers to assist buying decisions according to legislative requirements. 2.3. Features and benefits of products demonstrated to customers to create a buying environment.
3. Estimate quantities	3.1. Quantities of irrigation products required accurately estimated from measurements/information provided by customer according to product requirements and store procedures. 3.2. Measuring tools accurately applied using imperial or metric measures relevant to specific products. 3.3. Customer provided with accurate quotation for quantities estimated.
4. Advise on irrigation product warranties	4.1. Comparisons between product/manufacturers warranties clearly explained to customer. 4.2. Individual product warranty terms and conditions confirmed from relevant sources of information and accurately conveyed to customer. 4.3. Customer provided with written information regarding individual product warranty terms and conditions, especially extended or promotional warranties, according to store policies and procedures.
5. Negotiate price and payment options	5.1. Payment options including store recommended retail pricing for various brand options accurately conveyed to customers according to legislative requirements. 5.2. Individual product prices negotiated where necessary according to store policy to achieve sales. 5.3. Store payment options accurately conveyed to

ELEMENT	PERFORMANCE CRITERIA
	customers and a preferred option negotiated following store procedures.
6. Advise on and arrange product service and repairs	<p>6.1. Customer questioned to determine nature of problem.</p> <p>6.2. Problem diagnosed by accessing manufacturer's information.</p> <p>6.3. Solutions offered according to nature of problem, available product information and store policy.</p> <p>6.4. Service/repair process identified and accurately described to customer as required, according to store policy.</p> <p>6.5. Price and timeline for basic service/repairs identified and quoted to customer where applicable.</p> <p>6.6. Customer details identified and accurately transcribed to repair form, according to store policy and legal requirements.</p> <p>6.7. Item for repair labelled and securely stored according to store policy.</p> <p>6.8. Customer notified without undue delay on arrival/completion of service/repair.</p>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- identify hazards and inform customers of Occupational Health and Safety (OHS) issues
- determination of pump capacities in relation to proposed application
- demonstration and assembly of irrigation products and components
- basic diagnostic techniques
- use literacy skills to read, interpret and follow organisational policies and procedures, follow sequenced written instructions, record accurately and legible information collected and select and apply procedures for a range of tasks
- use oral communication skills/language competence to fulfil the job role as specified by the organisation, including questioning techniques, active listening, clarifying information and consulting with supervisors as required
- use interpersonal skills to work with and relate to people from a range of cultural,

**REQUIRED SKILLS AND KNOWLEDGE**

social and religious backgrounds and with a range of physical and mental abilities.

**Required knowledge**

- store irrigation products and pump range
- interpretation of manufacturers specifications
- price negotiation and payment options
- store product and service and repair policy
- pump and irrigation equipment characteristics, technical capabilities and limitations
- pump and irrigation equipment components, controls, features and functions.

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following:</p> <ul style="list-style-type: none"> <li>• identify and interpret customer needs</li> <li>• recommend appropriate products including pumps</li> <li>• estimate quantities and negotiate price</li> <li>• provide advice on warranty, payment, service and repair.</li> </ul>
<b>Context of and specific resources for assessment</b>	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

## Range Statement

<b>RANGE STATEMENT</b>	
The range statement relates to the unit of competency as a whole.	
Products and services may include:	<ul style="list-style-type: none"> <li>• the range of commercially available irrigation products and services used in the reticulation of water for the purpose of irrigation such as: <ul style="list-style-type: none"> <li>• pipe</li> <li>• fittings</li> <li>• pumps</li> </ul> </li> <li>• advice to customers regarding the design, technical features and uses of irrigation products including pumps size and type.</li> </ul>

**Unit Sector(s)**

<b>Unit sector</b>	Irrigation
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**Co-requisite units**

<b>Co-requisite units</b>		

**Competency field**

<b>Competency field</b>	
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