



**Australian Government**

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

# **AHCMER302A Provide advice on hardware products**

**Release: 1**

## AHCMER302A Provide advice on hardware products

### Modification History

Not Applicable

### Unit Descriptor

<b>Unit descriptor</b>	This unit covers the process of providing advice on hardware products and defines the standard required to: advise customers as to the range of products available for their specific application/environment; engage with and give advice to customers; ensure that the advice, product type, application and suitability are understood by the customer; encourage add on sales; organise the demonstration of products; represent the enterprise in a professional manner when dealing with customers.
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### Application of the Unit

<b>Application of the unit</b>	This unit will be carried out with limited supervision within enterprise guidelines and legislation.
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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>

ELEMENT	PERFORMANCE CRITERIA
1. Identify customer needs	<p>1.1. Appropriate interpersonal skills are used to accurately identify customer needs.</p> <p>1.2. Customer enquiries are handled courteously and promptly in accordance with enterprise procedures and industry requirements.</p> <p>1.3. Available products are matched to customer needs.</p> <p>1.4. Knowledge and understanding of hardware products is actively and regularly researched and updated from authoritative sources.</p>
2. Provide product advice	<p>2.1. Advice that addresses customer needs is provided to customers in a timely and professional manner.</p> <p>2.2. Products that may meet customer needs are appropriately exhibited to customer.</p> <p>2.3. Alternative and additional products and services are suggested as necessary.</p> <p>2.4. Customers concerns and questions are addressed sensitively in line with enterprise requirements.</p>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- communicate using a range of interpersonal skills, including questioning and attentive listening skills
- relate to people from a range of social, cultural and ethnic backgrounds, and of varying physical and mental abilities
- assess and demonstrate cost benefits
- research supplier information
- safely lift, carry and handle products
- 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 numeracy skills to estimate, calculate and record routine workplace measures
- use interpersonal skills to work with and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

#### Required knowledge

**REQUIRED SKILLS AND KNOWLEDGE**

- customer service and selling techniques
- systems and procedures for the safe handling of products
- enterprises business values, structure, products and services
- industry terminology for products
- requirements of local or specific customers
- relevant requirements of Occupational Health and Safety (OHS), industry, fair trading, trade practices, sales of goods, public liability and environmental legislation.

## Evidence Guide

### EVIDENCE GUIDE

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.

#### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

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:

- advise customers as to the range of products available for their specific application/environment
- engage with and give advice to customers
- ensure that the advice, product type, application and suitability are understood by the customer
- encourage add on sales
- organise the demonstration of products
- represent the enterprise in a professional manner when dealing with customers.

#### Context of and specific resources for assessment

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

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole.

Advice may include:

- advice on building products such as:
  - timber
  - cement
  - colorbond
  - galvanised
  - zincalume
  - fibrous cement cladding

**RANGE STATEMENT**

	<ul style="list-style-type: none"><li>• roofing materials</li><li>• insulation and damp-proofing materials</li><li>• pre-fabricated buildings</li><li>• small hardware items.</li><li>• advice on irrigation and stock water supply systems.</li></ul>
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**Unit Sector(s)**

<b>Unit sector</b>	Merchandising and sales
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**Co-requisite units**

<b>Co-requisite units</b>		

**Competency field**

<b>Competency field</b>	
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