



Australian Government

MEM30028 Assist in sales of technical products

Release: 1

MEM30028 Assist in sales of technical products

Modification History

Release 1. Supersedes and is equivalent to MEM30028A Assist in sales of technical products/systems.

Application

This unit of competency defines the skills and knowledge required to assist in identifying opportunities for the sale of technical products and providing technical product information to internal and external clients. It includes developing product knowledge in a nominated area and assisting in the identification of sales prospects and provision of after sales service.

The unit applies to engineering or related activities and is suitable for people giving technical support in manufacturing or engineering operations and those pursuing technical qualifications and careers at paraprofessional or technician level. All work is carried out under supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication

Competency Field

Engineering technician

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. Develop product knowledge	1.1 Follow standard operating procedures (SOPs) and comply with work health and safety (WHS) requirements at all times 1.2 Identify and use information sources to determine product purpose, use and features 1.3 Establish the strengths and weaknesses of competitors' products from available sources
2. Assist in identification of sales prospects	2.1 Identify and use information sources that enable identification of potential clients 2.2 Use organisational prospecting methods and procedures to targeting present, previous and new clients
3. Apply product knowledge to client	3.1 Use product knowledge to contribute to the development and

Elements	Performance Criteria
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requirements	presentation of product promotional information 3.2 Provide accurate information on the technical product and/or process to meet client requirements
4. Assist in closing the sale	4.1 Negotiate conditions of the agreement including price, delivery, payment options, client loyalty, length of contract and warranty, within scope of own authority 4.2 Ensure process and completion of the sales transaction comply with organisational requirements
5. Assist in providing after sales service	5.1 Use client and product knowledge to match client's needs to products and identify opportunities for improvement/s 5.2 Assist in training client in applying technical products in accordance with organisational policy and procedures 5.3 Review and report on client feedback

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Available sources include:	• other company personnel • catalogues • trade association magazines • trade shows • competitors' sales literature • competitor websites • internal sales and data records.
Prospecting methods	• referrals

include one or more of the following:	• networking • personal observation • intra-organisational leads • spotters • cold canvassing • direct mail • media advertising • telemarketing • journals • magazines • newspapers.
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Unit Mapping Information

Release 1. Supersedes and is equivalent to MEM30028A Assist in sales of technical products/systems.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>