



Australian Government

AHCCHM406 Provide advice and sell farm chemicals

Release: 1

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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, sell, handle and maintain farm chemicals.

The unit applies to individuals who apply specialist skills and knowledge to providing advice and selling farm chemicals. 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

Chemicals (CHM)

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 customer and identify needs 1.2 Handle customer enquiries courteously and promptly according to workplace procedures and legislative requirements 1.3 Match available products to customer needs and environmental

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	considerations
2. Research and provide product advice	2.1 Research and update knowledge and understanding of farm chemicals and related products from authoritative sources 2.2 Research local workplace and district requirements for farm chemical products 2.3 Provide advice to customer in a timely and professional manner according to workplace procedures and legislative requirements 2.4 Consider and discuss environmental considerations, non-chemical alternatives and additional products 2.5 Address customer concerns and questions 2.6 Check that information and directions on the product label are understood by the customer 2.7 Provide safety information to the customer for recommended products 2.8 Prepare and supply quotations according to workplace procedures
3. Sell products	3.1 Check relevant licences or accreditation regarding the sale and handling of farm chemicals are held by salesperson and workplace 3.2 Complete sales to maximise potential for customer satisfaction according to workplace procedures and legislative requirements 3.3 Supply Safety Data Sheets (SDS) to customers purchasing registered chemicals 3.4 Identify and respond to opportunities for add-on and repeat sales
4. Complete sales documentation and maintain products	4.1 Handle and store farm chemical products safely and efficiently according to workplace health and safety and manufacturer requirements, and chemical legislation and regulations 4.2 Complete sales documentation according to workplace procedures 4.3 Monitor sales results against specified criteria 4.4 Review sales techniques to enhance future sales results 4.5 Monitor stock levels and follow reordering procedures

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
Reading	- Interpret textual information from a range of sources to identify relevant and key information about farm chemicals, non-chemical alternatives and related product range, and legislative requirements - Interpret product labels and SDS for farm chemicals
Writing	Record product sales and reordering
Oral communication	Use clear language with customers to gather information and match products to customer needs, explain products and suggest non-chemical alternatives and additional products and services
Numeracy	Calculate farm chemical product formulations

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCCHM406 Provide advice and sell farm chemicals	AHCMER403 Provide advice and sell farm chemicals	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>

Assessment Requirements for AHCCHM406 Provide advice and sell farm chemicals

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has provided advice and sold farm chemicals on at least three occasions, and has:

- engaged with and advised customer on the range of products available, received information and created additional sales opportunities
- complied with relevant legislative requirements in sales environments, including; fair trading, trade practices and sale of goods legislation and public liability
- represented the workplace in a professional manner when dealing with customers
- researched farm chemical supplier information to retain technical currency in all aspects of farm chemicals relevant to local district requirements
- applied workplace procedures for providing advice on farm chemicals and related products
- discussed benefits of products and non-chemical alternatives
- supplied Safety Data Sheets (SDS) with all registered chemicals
- encouraged add on sales and repeat sales
- applied workplace health and safety procedures for the safe handling of farm chemicals and related products.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- principles of customer service and sales techniques
- requirements of local or specific customers for farm chemicals
- legislative requirements in sales environments, including fair trading, trade practices and sale of goods legislation and public liability
- workplace procedures for providing advice on farm chemicals and related products
- potential environmental impact of chemicals

- chemical formulations, available proprietary products and their applications
- the content and legal status of registered chemical labels
- hazardous chemical (HAZCHEM) code, Australian Dangerous Goods Code, pesticides and environmental legislation, chemical safety legislation and regulations, and workplace health and safety procedures relevant to the safe handling of farm chemicals and related products
- licences or accreditation relevant to the sale and handling of farm chemicals.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - a workplace setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - farm chemicals
 - SDS for registered chemicals
- specifications:
 - legislative requirements relevant to sales environments, including fair trading, trade practices and sale of goods legislation and public liability
 - workplace procedures for providing advice on farm chemicals and related products
 - HAZCHEM code, Australian Dangerous Goods Code, pesticides and environmental legislation, chemical safety legislation and regulations, and workplace health and safety procedures relevant to the safe handling of farm chemicals and related products
- relationships:
 - customers.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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