



Australian Government

AHCIRG349 Recommend irrigation products and services

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 recommend irrigation products and services, including researching product range, estimating product quantities, providing product warranty advice, negotiating price and payment options, and providing advice and arranging product service and repairs, to fulfil the needs of a client.

The unit applies to individuals who recommend irrigation products and services under broad direction, and take responsibility for their own work.

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

Pre-requisite Unit

Nil

Unit Sector

Irrigation (IRG)

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. Research and apply knowledge of store product range	1.1 Access relevant sources of information to develop irrigation product knowledge 1.2 Identify products according to relevant product information 1.3 Operate store products, machinery and equipment safely 1.4 Apply knowledge of irrigation product range when recommending to clients

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
2. Recommend irrigation products	2.1 Identify client irrigation needs 2.2 Provide and explain details of product specifications to client to assist with buying decisions 2.3 Explain features and benefits of products to client to create a buying environment
3. Estimate quantities	3.1 Estimate accurate quantities of irrigation products from measurements and information provided, according to product requirements 3.2 Provide quotation based on estimated quantities to client
4. Advise on irrigation product warranties	4.1 Provide to client clear explanation of the comparisons between products and manufacturer warranties 4.2 Confirm individual product warranty terms and conditions from relevant sources of information 4.3 Provide to client written information regarding individual product warranty terms and conditions, including extended or promotional warranties
5. Negotiate price and payment options	5.1 Explain payment options, including store recommended retail pricing for various brand options 5.2 Negotiate individual product prices where necessary to achieve sales 5.3 Complete sales documentation according to workplace requirements
6. Advise on and arrange product service and repairs	6.1 Question client to determine nature of product service or repair requirements 6.2 Identify requirements by accessing manufacturer information 6.3 Offer solutions, taking into consideration the nature of the requirements and available product information 6.4 Identify and discuss the service or repair process 6.5 Quote price and timeline for basic service or repairs 6.6 Obtain client details and record on repair form 6.7 Label item for repair and store securely according to workplace procedures 6.8 Notify client on completion of service or repair

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 product range, including product specifications and warranty terms and conditions
Writing	Document estimates and quotes
Oral communication	Use clear language with customers to explain product specifications, warranties, service and repair requirements, and to compare products
Numeracy	- Estimate irrigation product costs - Estimate service and repair costs

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCIRG349 Recommend irrigation products and services	AHCMER304 Recommend irrigation products and services	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 AHCIRG349 Recommend irrigation products and services

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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 recommended irrigation products and services on at least two occasions, and has:

- demonstrated and explained a range of irrigation products
- provided advice on irrigation product specifications and warranties
- negotiated individual product prices
- determined product service and repair requirements.

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:

- irrigation product components, controls, features and functions
- store irrigation products range, service and repair policy
- manufacturer specifications and workplace safety requirements for a range of irrigation products
- principles of customer service and sales techniques
- principles and practices for recommending irrigation products and services
- irrigation product characteristics, technical capabilities and limitations
- price negotiation techniques and payment options for the store.

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:
 - irrigation products
- specifications:
 - irrigation product warranties, terms, conditions, manufacturer specifications and workplace safety requirements
 - irrigation product recommended retail price
- relationships:
 - clients
- timeframes:
 - according to job requirements.

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

Links

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