



Australian Government

AHCIRG446 Provide irrigation sales and service

Release: 1

AHCIRG446 Provide irrigation sales and service

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, recommend irrigation components and pumps, research irrigation innovations and conduct retail transactions.

The unit applies to individuals who apply specialist skills and knowledge to providing irrigation sales and service. This includes applying and communicating non-routine technical solutions to predictable and unpredictable problems.

All work is 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

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. Establish customer needs	1.1 Use interpersonal skills to engage with customer and identify needs 1.2 Handle customer enquiries courteously and promptly according to workplace procedures and legislative requirements

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.3 Match available products to customer needs and against ecological considerations
2. Research and provide product advice	2.1 Research and update knowledge and understanding of irrigation products regularly from authoritative sources 2.2 Provide advice to customers on products and/or services in a timely and professional manner according to workplace procedures and legislative requirements 2.3 Explain or showcase product and/or service details to meet customer needs 2.4 Suggest alternative and additional products and services as necessary 2.5 Address customer client concerns and questions
3. Recommend irrigation components and pumps	3.1 Interpret irrigation design 3.2 Confirm pump and component requirements and discuss with customer 3.3 Provide advice on irrigation pumps based on suitability for the task, energy efficiency from pump curves and serviceability 3.4 Provide advice on components based on technically correct and current information
4. Conduct retail transactions with irrigation customers	4.1 Estimate quantities for irrigation installation projects 4.2 Prepare and supply quotes on products and services 4.3 Negotiate price and payment options 4.4 Provide advice on irrigation product warranties 4.5 Organise product service and repairs according to workplace procedures 4.6 Organise delivery of irrigation merchandise in a timely manner to meet customer needs
5. Research irrigation innovations and products	5.1 Maintain contacts in irrigation product development, and review new products regularly 5.2 Study exhibitions and field displays to update technical expertise 5.3 Read and incorporate technical and extension information into advice to customers

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 irrigation product range, including product specifications and warranty terms and conditions, workplace procedures and legislative requirements - Interpret textual information from irrigation designs
Oral communication	Use clear language with customers to gather information and match products to customer needs, explain products and suggest additional products and services
Numeracy	- Interpret numerical information from irrigation designs and pump curves - Estimate irrigation product quantities and costs

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCIRG446 Provide irrigation sales and service	AHCMER407 Provide irrigation sales and service	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 AHCIRG446 Provide irrigation sales and service

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 6.0.

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 irrigation sales and service on at least two occasions, and has:

- engaged with and advised customers on the range of irrigation products, and received information on their specific application and environment
- 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 irrigation information to retain technical currency in all aspects of irrigation relevant to local district requirements
- interpreted and estimated requirements for materials and components from an irrigation design
- used pump curves to determine energy and water efficiency
- selected irrigation components for a system.

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 and practices of irrigation sales and service
- principles of customer service and sales techniques
- legislative requirements in sales environments, including fair trading, trade practices and sales of goods legislation and public liability
- relevant components of state or territory Acts relating to irrigation use
- irrigation components technical specifications and suitability
- workplace procedures for providing advice on irrigation products
- irrigation products and pump range of store
- demonstration and assembly of irrigation products and components

- pump and irrigation equipment components, controls, features and functions
- determination of pump capacities in relation to proposed application
- pump and irrigation equipment characteristics, technical capabilities and limitations
- price negotiation techniques and payment options for store
- interpretation of manufacturer specifications
- store product and service and repair policy.

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 and pumps
 - irrigation products and pumps specifications and warranties
 - irrigation design
 - pump curves
- specifications:
 - legislative requirements in sales environments, including fair trading, trade practices and sales of goods legislation and public liability
 - relevant components of state or territory Acts relating to irrigation use
 - workplace procedures for providing advice on irrigation products
- relationships:
 - customers.

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

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>