



Australian Government

AHCMER302 Provide advice on hardware products

Release: 1

AHCMER302 Provide advice on hardware products

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to provide advice on hardware products.

All work must be carried out to comply with workplace procedures, work health and safety legislation and codes and sustainability practices

This unit applies to individuals who work under broad direction and use discretion and judgement in the selection and use of available resources.

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

Pre-requisite Unit

Nil.

Unit Sector

Merchandising and Sales (MER)

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify customer needs	1.1 Use appropriate interpersonal skills to identify customer needs 1.2 Handle customer enquiries courteously and promptly in accordance with enterprise policies and procedures and legislative requirements 1.3 Match available products to customer needs 1.4 Research knowledge and understanding of hardware products actively and regularly and update from authoritative sources

Element	Performance criteria
2. Provide product advice	2.1 Provide advice to customers in a timely and professional manner and accordance with legislative requirements 2.2 Exhibit and demonstrate products appropriately to customer as required 2.3 Suggest alternative and additional products and services as necessary 2.4 Address customers concerns and questions sensitively in line with enterprise requirements

Foundation Skills

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

Range of Conditions

Unit Mapping Information

This unit is equivalent to AHCMER302A Provide advice on hardware products.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCMER302 Provide advice on hardware products

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Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting. Performance must be demonstrated consistently over time and in a suitable range of contexts.

The candidate must provide evidence that they can:

- 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
- research hardware products
- organise the demonstration of products
- represent the enterprise in a professional manner when dealing with customers

Knowledge Evidence

The candidate must demonstrate knowledge of:

- customer service and selling techniques
- systems and procedures for the safe handling of products
- enterprise policies and procedures, business values, structure, product range and services
- industry terminology for products
- relevant requirements of work health and safety, industry, fair trading, trade practices, sales of goods, and public liability

Assessment Conditions

Competency is to be assessed in the workplace or simulated environment that accurately reflects performance in a real workplace setting.

Assessors must satisfy current standards for RTOs.

Links

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