



Australian Government

AHCMER304 Recommend irrigation products and services

Release: 1

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Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to recommend irrigation products and services to fulfil the needs of a client.

It applies to individuals who take responsibility for own work and for the quality of the work of others. They use discretion and judgement in the selection, allocation and use of available resources. All work is carried out to comply with workplace procedures.

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. Research store product range	1.1 Accessing relevant sources of information to develop product knowledge 1.2 Identify products according to relevant product information 1.3 Operate store products, machinery and equipment safely 1.4 Demonstrate a broad knowledge of irrigation product range
2. Recommend irrigation products	2.1 Identify client's needs 2.2 Provide details of product specifications and explain to clients to assist buying decisions

Element	Performance criteria
	2.3 Explain features and benefits of products to clients to create a buying environment
3. Estimate quantities	3.1 Estimate quantities of irrigation products accurately from measurements and information provided according to product requirements 3.2 Provide client with accurate quotation for estimated quantities
4. Advise on irrigation product warranties	4.1 Provide client with clear explanations of the comparisons between products and manufacturer's warranties 4.2 Confirm individual product warranty terms and conditions from relevant sources of information 4.3 Provide client with written information regarding individual product warranty terms and conditions, especially 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
6. Advise on and arrange product service and repairs	6.1 Question client to determine nature of problem 6.2 Identify problem by accessing manufacturer's information 6.3 Offer solutions taking in consideration the nature of problem 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 6.8 Notify client on completion of service or repair

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 AHCIRG307A Recommend irrigation products and services.

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 AHCMER304 Recommend irrigation products and services

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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:

- demonstrate and assemble irrigation products and components
- determine pump capacities in relation to proposed application
- perform basic diagnostic techniques

Knowledge Evidence

The candidate must demonstrate knowledge of:

- principles and practices for recommending irrigation products and services
- manufacturer's specifications for a range of products
- price negotiation techniques and payment options for the store
- pump and irrigation equipment characteristics, technical capabilities and limitations
- pump and irrigation equipment components, controls, features and functions
- store irrigation products and pump range
- store product and service and repair policy

Assessment Conditions

Assessors must satisfy current standards for RTOs.

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