



Australian Government

AHCMER305 Provide information on hardware products

Release: 1

AHCMER305 Provide information on hardware products

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 and provide information on hardware products.

The unit applies to individuals who provide information on hardware products under broad direction, and take responsibility for their own work.

All work must be carried out to comply with workplace procedures, health and safety in the workplace requirements, legislative and regulatory requirements.

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

Pre-requisite Unit

Nil

Unit Sector

Merchandising and Sales (MER)

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
2. Research and provide	2.1 Research and update knowledge and understanding of hardware

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
product information	products from authoritative sources 2.2 Provide information to customer in a timely and professional manner according to workplace procedures and legislative requirements 2.3 Exhibit and safely demonstrate products to customer 2.4 Address customer concerns and questions and suggest alternative or additional products to meet requirements

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 hardware product range and legislative requirements
Oral communication	Use clear language with customers to gather information and match products to customer needs

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCMER305 Provide information on hardware products	AHCMER302 Provide advice on hardware products	Title updated 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 AHCMER305 Provide information on hardware products

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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 information on hardware products on at least three occasions, and has:

- engaged with and advised customer on the range of products available for 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 timely and professional manner when dealing with customers
- applied workplace procedures for providing information on hardware products and services, and workplace health and safety requirements
- demonstrated hardware 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:

- legislative requirements in sales environments, including fair trading, trade practices and sale of goods legislation and public liability
- workplace hardware product range and services, and how to source research information
- industry terminology used for hardware products
- workplace procedures for providing information on hardware products and workplace health and safety requirements.

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:
 - hardware products
- specifications:
 - legislative requirements relevant to sales environments, including fair trading, trade practices and sale of goods legislation and public liability
 - workplace procedures relevant to providing information on hardware products and services, and workplace health and safety requirements
- relationships:
 - customers.

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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