



Australian Government

Assessment Requirements for AHCMER402 Provide advice and sell machinery

Release: 1

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Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

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 most appropriate products for their specific application/environment
- engage with and give advice to customers
- research product and supplier information
- ensure that the advice, product type, application and suitability are understood by the customer
- encourage add on sales
- organise the demonstration of products
- represent the enterprise in a professional manner when dealing with customers
- follow enterprise work health and safety policies

Knowledge Evidence

The candidate must demonstrate knowledge of:

- customer service and selling techniques
- systems and procedures for the safe handling of machinery
- enterprises business values, structure, products and services
- industry terminology for products
- machinery and related products requirements of local district industry
- industry trends and improved practices in relation to machinery usage and equipment
- systems and procedures for the safe handling of machinery and parts
- manufacturers product recommendations and warranty requirements
- relevant work health and safety, industry, fair trading, trade practices, and sales of goods legislation
- relevant components of State/Territory Acts relating to machinery and its use

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

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>