



Australian Government

AHCMER402 Provide advice and sell machinery

Release: 1

AHCMER402 Provide advice and sell machinery

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 and sell machinery.

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 rural products merchandisers whose job role includes providing advice and selling agricultural farm and small machinery, spare parts and building products.

This unit applies to individuals who take responsibility for their own work and provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

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 interpersonal skills to identify customer needs 1.2 Handle customer enquiries courteously and promptly in accordance with enterprise procedures and industry requirements 1.3 Match available products to customer needs 1.4 Research and update knowledge and understanding of machinery

Element	Performance criteria
	and related products from authoritative sources 1.5 Research local enterprise and district requirements for machinery and related products
2. Provide product advice	2.1 Provide advice that addresses customer needs in a timely and professional manner and is in line with enterprise and legislative requirements 2.2 Exhibit or demonstrate products to customer 2.3 Address customers concerns and questions 2.4 Provide relevant safety information to the customer for recommended products 2.5 Prepare and supply quotations
3. Sell products	3.1 Complete sales in to customer's satisfaction in accordance with enterprise and legislative requirements 3.2 Identify and respond to opportunities for add-on and repeat sales 3.3 Monitor sales results against specified criteria 3.4 Review sales techniques to enhance future sales results
4. Handle and maintain products	4.1 Handle and store products safely and efficiently in line with manufacturer, enterprise and work health and safety requirements 4.2 Complete documentation 4.3 Monitor stock levels and follow re-ordering procedures

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 AHCMER402A Provide advice and sell machinery.

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 AHCMER402 Provide advice and sell machinery

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>