



Australian Government

AHCMER403 Provide advice and sell farm chemicals

Release: 1

AHCMER403 Provide advice and sell farm chemicals

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 farm chemicals.

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 farm chemicals.

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 1.3 Match available products to customer needs and against environmental considerations 1.4 Research and update knowledge and understanding of farm

Element	Performance criteria
	chemicals and related products from authoritative sources 1.5 Research local enterprise and district requirements for farm chemical 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 Consider and discuss environmental considerations, non-chemical alternatives and additional products 2.3 Address customers concerns and questions 2.4 Ensure that information and directions on the product label are understood by the customer 2.5 Provide relevant safety information to the customer for recommended products 2.6 Prepare and supply quotations
3. Sell products	3.1 Ensure relevant licences/accreditation regarding the sale and handling of farm chemicals are held by salesperson and enterprise 3.2 Complete sales in to customer's satisfaction in accordance with enterprise and legislative requirements 3.3 Supply Safety Data Sheets (SDS) to customers purchasing registered chemicals. 3.4 Identify and respond to opportunities for add-on and repeat sales 3.5 Monitor sales results against specified criteria 3.6 Review sales techniques to enhance future sales results
4. Handle and maintain products	4.1 Handle and store farm chemical products safely and efficiently in line with manufacturer, work health and safety and chemical legislation 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 AHCMER403A Provide advice and sell farm chemicals.

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 AHCMER403 Provide advice and sell farm chemicals

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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:

- engage customers, in relation to giving advice, receiving information and creating additional sales opportunities
- assess and demonstrate cost benefits of products
- ensure that information and directions on the product label are understood by the customer
- research supplier information
- supply Safety Data Sheets (SDSs) with all registered chemicals
- encourage add on sales and represent the enterprise in a professional manner
- follow enterprise work health and safety policies

Knowledge Evidence

The candidate must demonstrate knowledge of:

- potential environmental impact of chemicals
- enterprises business values, structure, products and services
- chemical formulations, available proprietary products and their applications
- the content and legal status of registered chemical labels
- relevant HAZCHEM, AGSAFE, Australian Dangerous Goods, work
 - health and safety, industry, fair trading, trade practices, and sales of goods legislation
- enterprise policies and procedures relating to customer service
- relevant licences/accreditation regarding the sale and handling of farm chemicals
- work health and safety, pesticides and environmental legislation, codes of practice and enterprise procedures

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.

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