



**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<br>1.2 Handle customer enquiries courteously and promptly<br>1.3 Match available products to customer needs and against environmental considerations<br>1.4 Research and update knowledge and understanding of farm |

| Element                         | Performance criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                 | chemicals and related products from authoritative sources<br>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<br>2.2 Consider and discuss environmental considerations, non-chemical alternatives and additional products<br>2.3 Address customers concerns and questions<br>2.4 Ensure that information and directions on the product label are understood by the customer<br>2.5 Provide relevant safety information to the customer for recommended products<br>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<br>3.2 Complete sales in to customer's satisfaction in accordance with enterprise and legislative requirements<br>3.3 Supply Safety Data Sheets (SDS) to customers purchasing registered chemicals.<br>3.4 Identify and respond to opportunities for add-on and repeat sales<br>3.5 Monitor sales results against specified criteria<br>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<br>4.2 Complete documentation<br>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>