



Australian Government

AHCMER405 Provide advice on livestock products

Release: 1

AHCMER405 Provide advice on livestock products

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 on livestock products.

All work must be carried out to comply with workplace procedures, work health and safety, animal welfare and biosecurity legislation and codes, and sustainability practices.

This unit applies to rural products merchandisers whose job role includes providing advice on livestock industry equipment, animal handling systems and stock feeds.

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 and legislative requirements 1.3 Match available products to customer needs and against ecological considerations

Element	Performance criteria
	1.4 Research and update knowledge and understanding of livestock products and related products from authoritative sources 1.5 Research local enterprise and district requirements for livestock 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 in line with enterprise work health and safety, biosecurity and animal welfare policies. 2.3 Suggest alternative and additional products and services 2.4 Address customers concerns and questions 2.5 Provide relevant safety information to the customer for recommended products

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 AHCMER405A Provide advice on livestock products.

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 AHCMER405 Provide advice on livestock products

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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:

- advise customers as to the range of livestock products available for their specific application/environment
- engage with and give advice to customers
- ensure that the advice, product type, application and suitability are understood by the customer
- advise customers on risks to worker safety or animal welfare from use of the product
- encourage add on sales
- represent the enterprise in a professional manner when dealing with customers
- follow enterprise work health and safety policies
- follow enterprise biosecurity, animal welfare policies

Knowledge Evidence

The candidate must demonstrate knowledge of:

- customer service and selling techniques
- systems and procedures for the safe handling of products
- enterprises' s business values, structure, products and services
- livestock industry equipment, animal handling systems and stockfeeds
- relevant work health and safety, animal welfare and biosecurity legislation, fair trading, trade practices, and sales of goods legislation
- relevant components of State/Territory Acts relating to stock feeds

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

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