



Australian Government

Assessment Requirements for AHCMMOM403 Provide advice and sell machinery

Release: 1

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Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 6.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has provided advice and sold machinery on at least two occasions, and has:

- engaged with and advised customers on the range of machinery, spare parts and related products, and received information on their specific application and environment, and created additional sales opportunities
- complied with relevant legislative requirements in sales environments, including fair trading, trade practices and sale of goods legislation and public liability
- represented the workplace in a professional manner when dealing with customers
- researched machinery supplier information to retain technical currency in all aspects of machinery relevant to local district requirements
- applied relevant components of state or territory Acts and regulations relating to machinery use
- applied workplace procedures for providing advice on machinery, spare parts and related products
- organised the demonstration of machinery, spare parts and related products
- applied workplace health and safety procedures applicable to machinery, spare parts and related products
- encouraged add-on and repeat sales.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- principles of customer service and sales techniques
- requirements of local or specific customers for machinery, spare parts and related products
- legislative requirements in sales environments, including fair trading, trade practices and sales of goods legislation and public liability

- industry terminology used for machinery, spare parts and related products
- machinery and related products requirements relevant to local district requirements
- industry trends and improved practices in relation to machinery usage and equipment
- manufacturer product recommendations and warranty requirements
- relevant components of state or territory Acts relating to machinery use
- workplace procedures for providing advice on machinery, spare parts and related products
- workplace health and safety procedures for the safe handling of machinery, spare parts and related products.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - a workplace setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - agricultural machinery, spare parts and related products
- specifications:
 - legislative requirements relevant to sales environments, including fair trading, trade practices and sales of goods legislation and public liability
 - components of state or territory Acts relevant to machinery use
 - workplace procedures relevant to providing advice on machinery, spare parts and related products
 - workplace health and safety procedures for the safe handling of machinery, spare parts and related products
- relationships:
 - customers.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>