



Australian Government

AHCMOM403 Provide advice and sell machinery

Release: 1

AHCMOM403 Provide advice and sell machinery

Modification History

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

Application

This unit of competency describes the skills and knowledge required to identify customer needs, provide advice, and sell, handle and maintain agricultural machinery, spare parts and related products.

The unit applies to individuals who apply specialist skills and knowledge to providing advice and selling agricultural machinery, spare parts and related products. This includes applying and communicating non-routine technical solutions to predictable and unpredictable problems.

All work must be carried out to comply with workplace procedures, health and safety in the workplace requirements, legislative and regulatory requirements, and sustainability and biosecurity practices.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Machinery Operation and Maintenance (MOM)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish customer needs	1.1 Use interpersonal skills to engage with customer and identify needs 1.2 Handle customer enquiries courteously and promptly according to

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	workplace procedures and legislative requirements 1.3 Match available products to customer needs
2. Research and provide product advice	2.1 Research and update knowledge and understanding of machinery, spare parts and related products from authoritative sources 2.2 Research local workplace and district requirements for machinery, spare parts and related products 2.3 Provide advice to customer in a timely and professional manner according to workplace procedures and legislative requirements 2.4 Exhibit or demonstrate machinery, spare parts and related products safely to customer according to regulatory requirements 2.5 Address customer concerns and questions 2.6 Provide safety information to the customer for recommended machinery, spare parts and related products 2.7 Prepare and supply quotations according to workplace procedures
3. Sell products	3.1 Complete sales to maximise potential for customer satisfaction according to workplace procedures and legislative requirements 3.2 Identify and respond to opportunities for add-on and repeat sales 3.3 Complete sales documentation according to workplace procedures
4. Complete sales documentation and maintain products	4.1 Handle and store machinery, spare parts and related products safely and efficiently according to manufacturer and workplace health and safety requirements 4.2 Monitor sales results against specified criteria 4.3 Review sales techniques to enhance future sales results 4.4 Monitor stock levels and follow reordering procedures as required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
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Skill	Description
Reading	Interpret textual information from a range of sources to identify relevant and key information about machinery, spare parts and related product range, and legislative requirements
Writing	Record machinery, spare parts and related product sales and reordering
Oral communication	Use clear language with customers to gather information and match products to customer needs, explain products and suggest additional products and services

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCMOM403 Provide advice and sell machinery	AHCMER402 Provide advice and sell machinery	Unit code and sector changed Performance criteria clarified Foundation skills added Assessment requirements updated	Equivalent

Links

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

Assessment Requirements for AHCMOM403 Provide advice and sell machinery

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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.

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