



Australian Government

AHCSS00101 Irrigation Retail Sales Skill Set

Release 1

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Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture, Conservation and Land Management Training Package Version 4.0.

Description

This skill set provides the skills and knowledge required to recommend irrigation products and services, design domestic urban irrigation systems, estimate and cost a job, manage spare parts, recommend and sell irrigation products and services, provide customer service and process customer complaints within an irrigation retail sales environment.

Pathways Information

These units of competency provide credit towards *AHC31119 Certificate III in Irrigation Technology*.

Licensing/Regulatory Information

No licensing or regulatory requirements apply to this skill set at the time of publication.

Skill Set Requirements

- AHCMER301 Process customer complaints
- AHCMER401 Coordinate customer service and networking activities
- AHCMER407 Provide irrigation sales and service
- MEM12024 Perform computations
- MSTGN3003 Estimate and cost job
- SIRXCEG003 Build customer relationships and loyalty
- SIRXPDK001 Advise on products and services
- SITXCCS006 Provide service to customers

Target Group

This skill set is for individuals responsible for irrigation product and service retail sales.

Suggested words for Statement of Attainment

These competencies from the *AHC Agriculture, Horticulture, Conservation and Land Management Training Package* meet the industry requirements for product and service retail sales within the irrigation industry.