



Australian Government

AHCSS00178 Irrigation Retail Sales Skill Set

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 10.0. Supersedes and not equivalent <i>AHCSS00101 Irrigation Retail Sales Skill Set</i> . Skill Set requirements updated.

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 *Certificate III in Irrigation Technology*.

Licensing/Regulatory Information

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

Skill Set Requirements

- AHCIRG446 Provide irrigation sales and service
- AHCMER408 Coordinate customer service and networking activities
- BSBOPS305 Process customer complaints
- MEM12024 Perform computations
- MSTGN3023 Estimate and cost jobs
- SIRXCEG003 Build customer relationships and loyalty
- SIRXPDK001 Advise on products and services
- SITXCCS014 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 and Conservation and Land Management Training Package*, *BSB Business Services Training Package*, *MEM Manufacturing and Engineering Training Package*, *SIR Retail Services Training Package* and *SIT Tourism, Travel and Hospitality Training Package* meet the industry requirements for product and service retail sales within the irrigation industry.