



Australian Government

Department of Education, Employment and Workplace Relations

AHCIRG428A Provide irrigation sales and service

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This Unit covers providing advice on irrigation products and services and defines the standard required to: retain technical currency in all aspects of irrigation relevant to the client group; engage with and give advice to customers; ensure that the advice and product/service type are applicable and suitable for the purpose and growing environment of the client; encourage add on sales; conduct retail transactions; represent the enterprise in a professional manner when dealing with customers.

Application of the Unit

This Unit applies to rural products merchandisers whose job role includes providing advice and making sales in irrigation products and services.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This Unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify customer needs	1.1 Appropriate interpersonal skills are used to accurately identify customer needs 1.2 Customer enquiries are handled courteously and promptly in accordance with enterprise procedures and industry requirements 1.3 Available products are matched to customer needs and against ecological considerations 1.4 Knowledge and understanding of irrigation products is actively and regularly researched and updated from authoritative sources
2 Provide advice on products and services	2.1 Advice that addresses customer needs is provided to customers in a timely and professional manner 2.2 Products that may meet customer needs are appropriately exhibited or explained to customer 2.3 Alternative and additional products and services are suggested as necessary 2.4 Customers concerns and questions are addressed sensitively in line with enterprise requirements
3 Recommend irrigation components and pumps	3.1 Irrigation design is interpreted 3.2 Pump and component requirements are established and discussed with customer 3.3 Advice is provided on irrigation pumps that is based on suitability for the task, energy efficiency from pump curves and serviceability 3.4 Advice on components is provided based on technically correct and current information
4 Research irrigation innovations and products	4.1 Contacts in irrigation product development are maintained and review of new products is conducted 4.2 Exhibitions and field displays are studied to update technical expertise 4.3 Technical information and extension advice is read and incorporated into advice to customers and clients
5 Conduct retail transactions with irrigation clients	5.1 Quantities for irrigation installation projects are estimated 5.2 Quotes on products and services are provided 5.3 Price and payment options are negotiated 5.4 Advice on irrigation product warranties is provided 5.5 Advice on and arrange product service and repairs is provided 5.6 Delivery of irrigation merchandise is arranged

Required Skills and Knowledge

This section describes the skills and knowledge required for this Unit.

Required skills include:

Ability to:

- provide customer service
- conduct research of products
- interpret irrigation plans
- estimate requirements for materials and components from a plan
- interpret pump curves
- calculate pumping requirements
- select irrigation components for a system
- calculate pressure loss due to irrigation components
- pressure test pumps
- monitor performance of pumps and irrigation components
- use pressure testing equipment
- use recorded information to review energy and water efficiency for an irrigation system
- identify adverse environmental impacts of irrigation pumping activities and appropriate remedial action
- implement and follow relevant enterprise OHS and environmental policies and procedures
- use literacy skills to read, interpret and follow organisational policies and procedures, develop sequenced written instructions, record accurately and legibly information collected and select and apply procedures to a range of tasks
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification, negotiating solutions and responding to a range of views
- use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

Required knowledge includes:

Knowledge of:

- store irrigation products and pump range
- interpretation of manufacturers specifications
- price negotiation and payment options
- store product and service and repair policy
- pump and irrigation equipment characteristics, technical capabilities and limitations
- pump and irrigation equipment components, controls, features and functions
- determination of pump capacities in relation to proposed application
- irrigation components technical specifications and suitability
- demonstration and assembly of irrigation products and components

- basic diagnostic techniques
- Occupational Health and Safety (OHS) legislation and industry requirements
- Environmental legislation and industry requirements.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this Unit	The evidence required to demonstrate competency in this Unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • retain technical currency in all aspects of irrigation relevant to the client group • engage with and give advice to customers • ensure that the advice and product/service type are applicable and suitable for the purpose and growing environment of the client • encourage add on sales • conduct retail transactions • represent the retailer in a professional manner when dealing with customers.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

The range statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Irrigation products may include:	any products used in the irrigation sector covering low volume, sprinkler, moving sprinkler and surface irrigation systems.
Irrigation services may include:	any services associated with the installation, construction, maintenance or repair of irrigation infrastructure and equipment.

Unit Sector(s)

Irrigation