



Australian Government

Department of Education, Employment and Workplace Relations

AHCMER403A Provide advice and sell farm chemicals

Release: 1

AHCMER403A Provide advice and sell farm chemicals

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers providing advice and sell farm chemicals and defines the standard required to: engage customers, especially in relation to giving advice, receiving information and creating additional sales opportunities; assess and demonstrate cost benefits; ensure that information and directions on the product label covering Occupational Health and Safety (OHS), mixing and loading, handling, application, disposal and withholding period is understood by the customer; research supplier information; supply Material Safety Data Sheets (MSDSs) with all registered chemicals; encourage add on sales and represent the enterprise in a professional manner.
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Application of the Unit

Application of the unit	This unit applies to rural products merchandisers whose job role includes providing advice and selling farm chemicals. It requires the ability to provide appropriate advice to customers regarding the safe use of chemicals and how to apply them.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	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 environmental considerations. 1.4. Knowledge and understanding of farm chemicals is actively and regularly researched and updated from authoritative sources.
2. Provide product advice	2.1. Advice that addresses customer needs is provided in a timely and professional manner. 2.2. Environmental considerations, non-chemical alternatives and additional products are considered and discussed with customers. 2.3. Customers concerns and questions are addressed sensitively in line with enterprise requirements. 2.4. Quotations are prepared and supplied in accordance with enterprise requirements.
3. Sell products	3.1. Sales are completed in accordance with enterprise requirements and to customer's satisfaction. 3.2. Opportunities for "add-on" and repeat sales are identified and responded to in line with enterprise procedures. 3.3. Sales results are monitored against specified criteria. 3.4. Sales techniques are reviewed to enhance future sales results.
4. Handle and maintain products	4.1. Products are handled and stored safely and efficiently in line with manufacturer, enterprise and OHS guidelines. 4.2. Documentation is completed in line with enterprise requirements. 4.3. Stock levels are monitored and re-ordering procedures followed in line with enterprise requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- identify hazards and provide safety information to customers
- assess and demonstrate cost benefits
- research supplier information
- 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 numeracy skills to estimate, calculate and record routine and more complex workplace measures and data
- 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

- potential environmental impact of chemicals
- enterprises business values, structure, products and services
- chemical formulations, available proprietary products and their applications
- industry terminology for products
- labelling specifications
- requirements of local or specific customers
- relevant HAZCHEM, AGSAFE, Australian Dangerous Goods, OHS, industry, fair trading, trade practices, and sales of goods legislation
- enterprise policies and procedures relating to customer service
- relevant licences/accreditation regarding the sale and handling of farm chemicals
- OHS, pesticides and environmental legislation, codes of practice and enterprise procedures.

Evidence Guide

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:

- engage customers, especially in relation to giving advice, receiving information and creating additional sales opportunities
- assess and demonstrate cost benefits
- ensure that information and directions on the product label covering OHS, mixing and loading, handling, application, disposal and withholding period is understood by the customer
- research supplier information
- supply MSDSs with all registered chemicals
- encourage add on sales and represent the enterprise in a professional manner.

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

RANGE STATEMENT

The range statement relates to the unit of competency as a whole.

Advice may include:

- all types of chemical mixes used in the control of pests, weeds and diseases including animal health products.

Unit Sector(s)

Unit sector	Merchandising and sales
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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