



Australian Government

Assessment Requirements for MEM30028 Assist in sales of technical products

Release: 1

Assessment Requirements for MEM30028 Assist in sales of technical products

Modification History

Release 1. Supersedes and is equivalent to MEM30028A Assist in sales of technical products/systems.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include:

- developing product knowledge
- assisting in identification of sales prospects
- applying product knowledge to client requirements on at least two occasions
- assisting in closing the sale on at least two occasions
- assisting in providing after sales service.

Note: Where a volume and/or frequency is not specified, demonstration must be provided at least once.

Knowledge Evidence

Evidence required to demonstrate the required knowledge for this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include knowledge of:

- basic product knowledge in relevant area of work
- product features
- information sources
- buying and selling processes
- organisational policy and procedures for sales
- key competitors and their products
- industry trends and developments
- range of prospecting methods
- prospect information management strategies
- prospecting as a key component of the overall sales process
- familiarity with range of buyer motives
- sales closure techniques and situations in which it is appropriate to attempt closure
- safe work practices and procedures.
-

Assessment Conditions

- Assessors must:
 - have vocational competency in using workshop equipment and processes to complete an engineering project at least to the level being assessed with relevant industry knowledge and experience
 - satisfy the assessor requirements in the Standards for Registered Training Organisations 2015 or its replacement and comply with the National Vocational Education and Training Regulator Act 2011, its replacement or equivalent legislation covering VET regulation in a non-referring state/territory as the case requires.
- Where possible, assessment must occur in operational workplace situations. Where this is not possible or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment that reflects realistic operational workplace conditions that cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required including relevant workplace procedures, product and manufacturing specifications.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>