

AHCSS00178 Irrigation Retail Sales Skill Set (was AHCSS00101)

Following strategic revisions of the AHC Training Package by unit sector, several qualifications and skill sets require updating to include the improved units.

Skills Insight is seeking comment from those who may be impacted by the replacement of the units so that disruptions can be minimised. These updates are not to change the intent of the qualifications, simply to include units already consulted on with stakeholders to better meet skills needs.

Below is an updated version of Irrigation Retail Sales Skill Set as well as a summary of the updates made to units within it.

This document provides a list of units of competency to be updated in this skill set and includes notes on changes between the current and updated units. Other units are not included as they don't need to be changed.

Acronyms:

E – Equivalent
NE - Not Equivalent
PC – Performance Criteria
PE – Performance Evidence
KE – Knowledge Evidence
AC – Assessment Conditions
AHC - Agriculture, Horticulture and
Conservation and Land Management
Training Package

Key:

Superseded units / recommended
replacements
New unit
~~Proposed deletion~~ - deleted units/units
proposed for deletion

Modification History

Release	Comments
Release 1	<p>This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 10.0.</p> <p>Supersedes and (equivalency to be confirmed) <i>AHCSS00101 Irrigation Retail Sales Skill Set</i>. Skill Set requirements updated.</p>

<p>Description</p> <p>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.</p>
<p>Pathways Information</p> <p>These units of competency provide credit towards Certificate III in Irrigation Technology.</p>
<p>Licensing/Regulatory Information</p> <p>No licensing, legislative or certification requirements apply to this skill set at the time of publication.</p>
<p>Skill Set Requirements</p> <ul style="list-style-type: none"> • AHCMER301 Process customer complaints • BSBCMM301 Process customer complaints • AHCMER401 Coordinate customer service and networking activities • AHCIRG446 Provide irrigation sales and service • 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
<p>Target Group</p> <p>This skill set is for individuals responsible for irrigation product and service retail sales.</p>
<p>Suggested words for Statement of Attainment</p> <p>These competencies from the <i>AHC Agriculture, Horticulture and Conservation and Land Management Training Package</i>, <i>BSB Business Services Training Package</i>, <i>MEM Manufacturing and Engineering Training Package</i>, <i>SIR Retail Services Training Package</i> and <i>SIT Tourism, Travel and Hospitality Training Package</i> meet the industry requirements for product and service retail sales within the irrigation industry.</p>

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Current Unit	Replacement Unit	Equivalence	Notes on change
AHCMER301 Process customer complaints	BSBOPS305 Process customer complaints	Deleted	<i>AHCMER301 Process customer complaints</i> was proposed for deletion in the recent Ag & Horticulture Core Skills Project due to duplication. It is recommended where this unit appears, that BSBOPS305 Process customer complaints is used instead.
AHCMER401 Coordinate customer service and networking activities	AHCMER408 Coordinate customer service and networking activities	E	Performance criteria clarified Foundation skills added Assessment requirements updated
AHCMER407 Provide irrigation sales and service	AHCIRG446 Provide irrigation sales and service	E	Unit code and sector changed Performance criteria clarified Foundation skills added Assessment requirements updated
MSTGN3003 Estimate and cost job	MSTGN3023 Estimate and cost jobs	E	Minor updates to unit
SITXCCS006- Provide service to customers	SITXCCS014 Provide service to customers	E	Minor updates to unit