

AHCSS00178 Irrigation Retail Sales Skill Set

(was AHCSS00101)

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

Feedback from the recent consultation phase has not resulted in any further changes to this skill set.

The skill set equivalency status has now been added. Due to the equivalency changes of the units, the skill set has been deemed not equivalent.

We are now seeking final validation of this skill set. To validate, please use the survey link on the project webpage.

The units of competency updated in this skill set are highlighted, please see notes on changes between the current and updated units at the end of this document for more information.

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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 not equivalent to <i>AHCSS00101 Irrigation Retail Sales Skill Set</i>. Skill Set requirements updated.</p>

Key:

Superseded units / recommended replacements

New unit

~~Proposed deletion~~ - deleted units/units proposed for deletion

<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 • BSBMM301 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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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

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

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			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

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