# AGROCHEMICAL SALES & TECHNICAL ASSISTANT

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**Competency Standards Code:** A01S013
**Source: National Competency Standard**

**National Certificate at NVQ Levels in the occupation of** Guest Relation Agent

**will be awarded to those who are competent in**
**Units** 01+02+03+04+05+06- A01S013Q1L4**= NVQ Level 4**



**NATIONAL APPRENTICE AND INDUSTRIAL TRAINING AUTHORITY,**
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| Unit of competency | Elements of Competence |
|---|---|
| **1.. Provide advisory services related to plant protection A01S013U01** | 1. Identify agro inputs / services requirements considering the issue |
| | 2. Provide solutions related to issues |
| | 3. Keep records |
| **2. Build reliable and confident relationship A01S013U02** | 1. Attend to customer |
| | 2. Identify the Supplier |
| | 3. Provide support services for customer |
| | 4. Obtain reliable goods from Suppliers |
| **3. Display agro inputs A01S013U03** | 1. Identify display methods of agro inputs |
| | 2. Arrange agro inputs in a suitable manner |
| | 3. Display approved advertising / instruction materials |
| **4. Merchandize agro inputs to customers A01S013U04** | 1. Identify periodical demand |
| | 2. Maintain stocks of agro inputs |
| | 3. Sell agro inputs |
| | 4. Maintain records of purchase and sales |
| | 5. Provide after sales services to customers |
| **5. Handle customer complaints and suggestions A01S013U05** | 1. Identify the customer complaints / suggestions |
| | 2. Provide solutions for the customer complaints and suggestions |
| **6. Maintain agro inputs stores A01S013U06** | 1. Create appropriate environment for storing agro inputs |
| | 2. Ensure safety and security in stores |