



**RPL Assessor Kit  
SIR30216 Certificate III in Retail**

## HOW TO USE THIS RPL ASSESSOR KIT

This RPL Assessor Kit is divided into sections to allow you to easily access only those sections you require at any given time. These sections are:

### **SECTION A – Assessor Information**

You need to read this information before conducting an assessment. It outlines the intent and processes surrounding this RPL assessment and how it differs from assessment undertaken following formal training.

### **SECTION B – Candidate Information and Application Forms**

You give this information to the candidate. It tells them about the assessment process as well as containing simple forms for the applicant to fill out. From the information provided by the candidate on these forms, you will be able to gain a general understanding of the skills and experience the candidate may have, as well as potential referee contacts.

### **SECTION C – Competency Conversation**

You use this section to determine and record candidate competence via a competency conversation. In other words, these questions guide your conversation with the applicant and assist in your assessment of their competence. The notes you take about this conversation are important evidence for assessment.

### **SECTION D – Practical Tasks and Observation Recording Sheets**

You use this section to assess competencies through a practical demonstration of the candidate's skills. It contains practical tasks/scenarios on the outcomes required to determine competency and a place to record your observation. The notes you take are important evidence for assessment.

### **SECTION E – Resources for Practical Tasks**

You use this section to access required resources for performing practical tasks and scenarios.

### **SECTION F – Third Party Verification**

You give this section to the referees to confirm the candidate's skills and experience in this qualification/occupation. The referees may fill out the appropriate form and return to you to confirm your judgement. You may be able to complete this part of evidence gathering in person while at the workplace.

### **SECTION G – Assessment Tables**

You use this table as a reference tool to see at a glance how units/elements of competency are assessed within the tool. All the elements and performance criteria within the competency units are cross-matched in this table with a corresponding assessment question/task/scenario. This allows you to validate the assessment process against the qualification.



# SECTION A

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## Assessor Information

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It is VITAL you read this information prior to commencing your RPL assessment. It provides generic information on assessment, as well as an overview of this streamlined RPL assessment process.

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## ADVICE FOR ASSESSORS

This RPL Kit streamlines the RPL assessment process for SIR30216 Certificate III in Retail by taking a practical approach to RPL and increasing the use of on-site questioning and observation. This will assist in developing a “picture of the candidate’s skills and knowledge”. This picture can then be compared with industry standards enabling a determination of whether the candidate has achieved the required outcomes.

### IMPORTANT ASPECTS TO REMEMBER:

#### **A sound knowledge of assessment and the qualification is essential**

It is important to have a good understanding of the competencies and qualification/s appropriate to the candidate’s goals.

Assessing a single unit of competency is rarely cost or time effective. Where possible, effort should be made to assess several units at the same time taking advantage of any commonality in content. This means looking at the whole picture of a particular job role as it happens in industry and assessing holistically. This saves valuable time in the assessment process.

#### **Assessment involves judgement**

This tool encourages the use of a “*competency conversation*” to maximise the candidate’s opportunities to demonstrate competence. This is NOT an oral exam. It is about using the two or three holistic questions provided to start a conversation with the candidate which draws out their actual individual experiences and relevant skills. In other words, it is about the assessor probing the candidate through a conversation to draw out further information on the candidate’s experience which may not be forthcoming due to nerves or confusion over technical terminology.

The tool also provides observable tasks to allow candidates to demonstrate skills.

#### **Authentication/verification is integral to RPL assessment**

It is critical information gleaned from the interview and observation be confirmed with those who can vouch for the candidate’s skill over time. Supervisors would generally perform this role. Authentication may also be done through conversation but it cannot be stressed enough that it is essential assessors **take careful notes** to back up and record their judgement.

#### **Recording assessment is critical**

Keep careful records of all aspects of conversations, skills demonstration or documentation viewed that support the claim of prior learning. Remember – the record is the document that makes sense of the assessment and why a particular judgment was made. Keeping **detailed notes** about the candidate’s response is vital, as is the **rationale** for judgement.

The assessment record is a **legal document** and must be signed, dated and stored according to requirements of the State Training Authority and the AQF.

Assessor summaries and other quality assurance documentation from ASTC will also be required.

To access further information on the Australian Qualifications Framework, you can visit:  
<http://www.aqf.edu.au/>

## **Foundation Skills**

Assessment of a candidate's foundation skills should be integrated into the assessment of their technical skills and knowledge. Where possible, foundation skills have been embedded within the bank of questions and practical assessment tasks in this RPL Assessor Kit. Therefore, assessors should make and document holistic judgements about a learner's attainment of foundation skills as part of the RPL assessment. For more information about the foundation skills requirements for particular qualifications, refer to the training package.

## COMPETENCIES IN THIS RPL ASSESSMENT TOOL

### SIR30216 CERTIFICATE III IN RETAIL

#### CORE UNITS – GROUP A

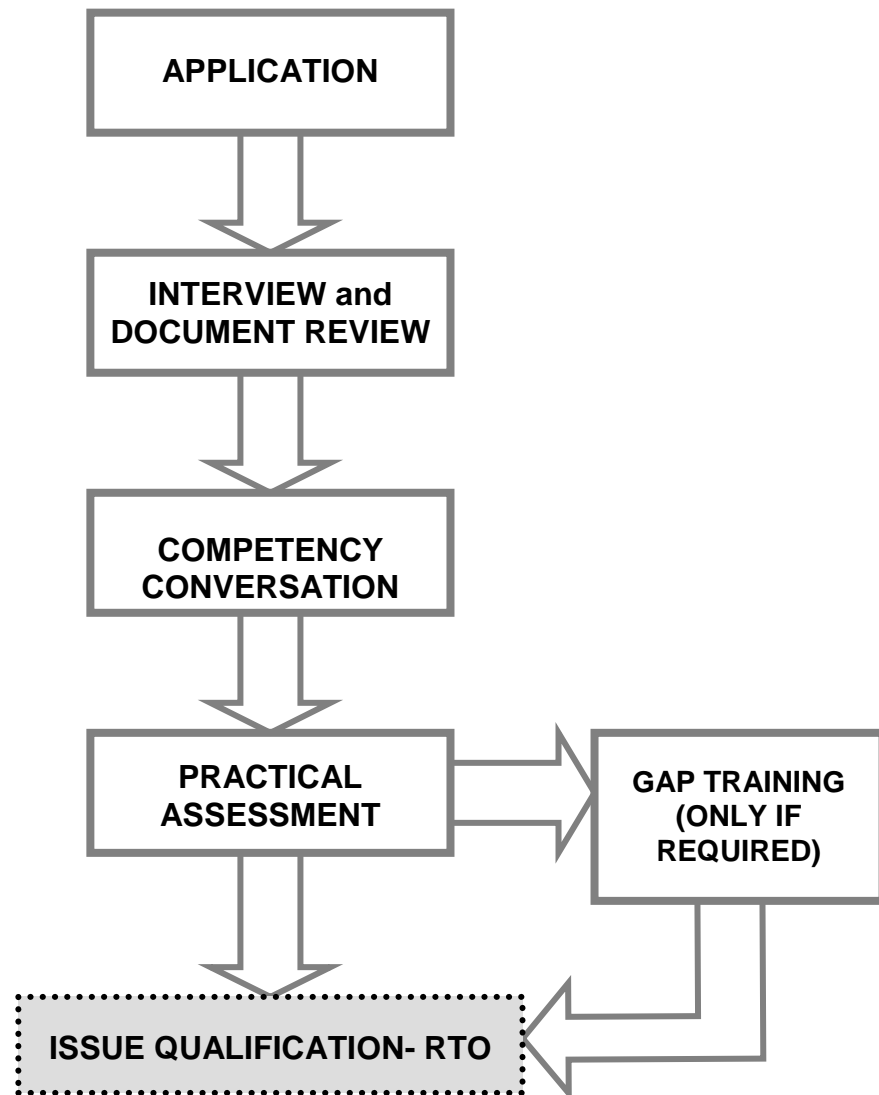
Unit Code	Unit Title	Questions	Practical
SIRXCEG001	Engage the customer	✓	
SIRXCEG002	Assist with customer difficulties	✓	✓
SIRXCEG003	Build customer relationships and loyalty	✓	✓
SIRXCOM002	Work effectively in a team	✓	✓
SIRXIND001	Work effectively in a service environment	✓	✓
SIRXRSK001	Identify and respond to security risks	✓	✓
SIRXSLS001	Sell to the retail customer	✓	✓
SIRXWHS002	Contribute to workplace health and safety	✓	✓

#### ELECTIVE UNITS

Unit Code	Unit Title	Questions	Practical
SIRXMGT001	Supervise and support frontline team members	✓	✓
SIRXIND002	Organise and maintain the store environment	✓	✓
SIRXCOM001	Communicate in the workplace to support team and customer outcomes	✓	✓
SIRXIND003	Organise personal work requirements	✓	✓
SIRXPDK001	Advise on products and services	✓	✓

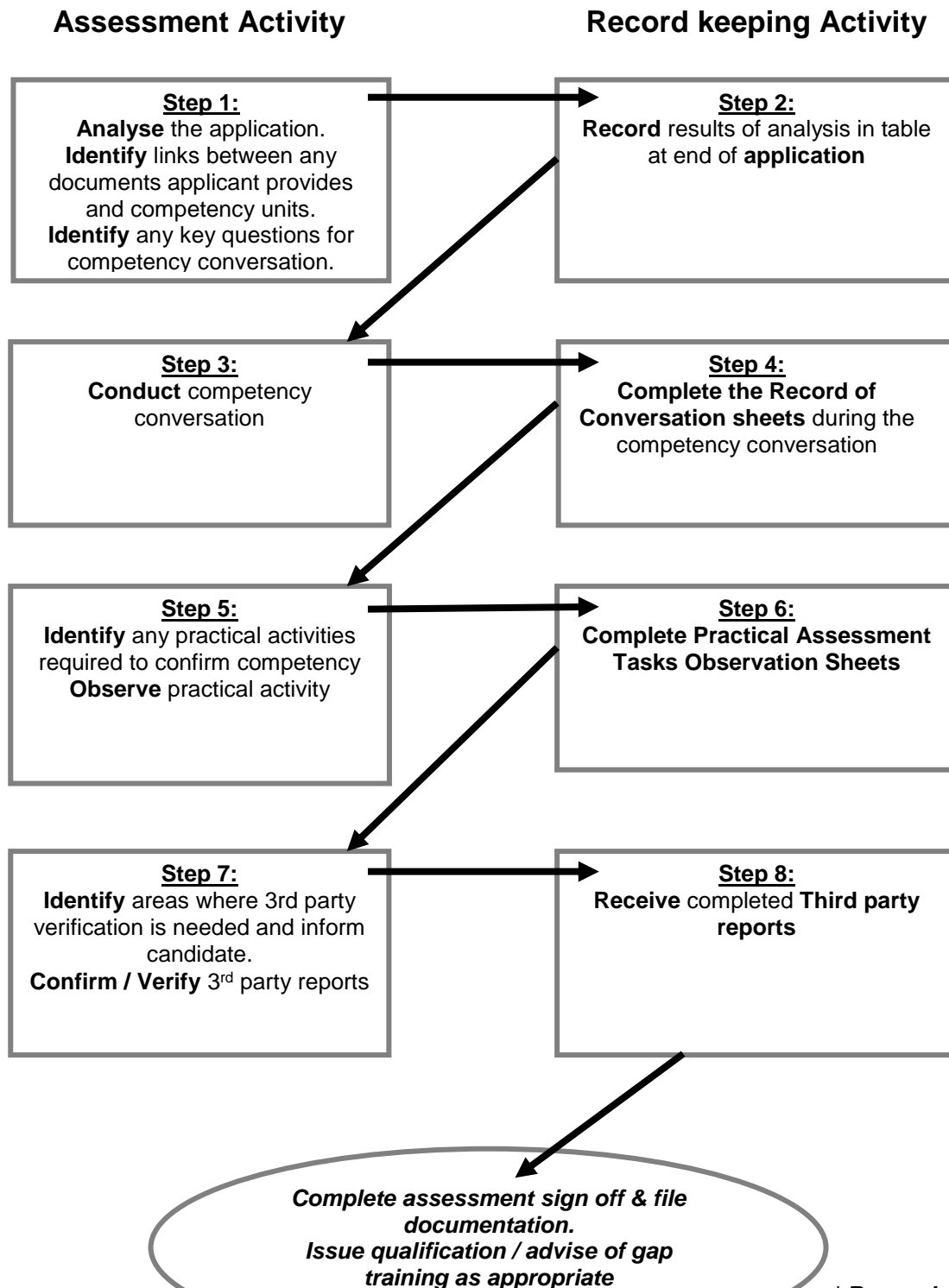
## OVERVIEW OF RECOGNITION PROCESS

This kit has been developed to streamline the application for recognition of prior learning.





## RPL ASSESSMENT PROCESS FLOWCHART FOR ASSESSORS



*\* Remember RPL assessment is an accumulative process of collecting evidence.*

## STEPS IN THE RPL PROCESS

### 1. Complete application

The candidate completes the application forms in **SECTION B**. It is important candidates provide as much information of their previous experience in the retail industry as is available.

Documents that may be available include but are not limited to:

- brief CV or work history
- certificates/results of assessment
- certificates/results of assessment – interstate/overseas
- certificates/results of assessment – universities
- results/statement of attendance/certificates – vendor training courses, in-house courses, workshops, seminars, symposiums
- results/statements of attendance/ certificates – club courses e.g. first aid, officials, surf life saving, etc
- photographs of work undertaken (eg merchandising presentations etc)
- membership of relevant professional associations
- hobbies/interests/special skills outside work
- references/letters from previous employers/supervisors
- industry awards
- any other documentation that may demonstrate industry experience

Candidates also need to provide contact details for one or two referees who can confirm their industry skills in context and over time.

To have skills formally recognised under the Australian Qualifications Framework, you must ensure the candidate's skills meet industry standards.

### 2. Interview about candidate's documentary information

Review the information provided by the candidate and arrange a time for both you and the candidate to discuss. Begin alignment of documentation and skills to the following qualification:

#### **SIR30216 Certificate III in Retail**

The candidate will have the opportunity to discuss and identify previous experience with you. The available documents are step one in collecting information and you will need to determine which units of competency, if any, are fully covered at this stage. You use ASTC's assessment recording forms to record this stage of the assessment.

There may be instances where the candidate has little, or no, documentary information of industry experience. This is **not** a barrier to gaining recognition. This will just require you to rely on the questioning, practical assessment and referee validation phases of the RPL process.

### 3. Questions for the Competency Conversation

The bank of questions in **SECTION C** is the next phase in collecting evidence for the RPL process. The questions are designed to enable you to have a “competency conversation” with the candidate to further gain evidence of their past experience. **REMEMBER**, the primary focus is on the candidate’s experience.

Each question has “key points” to look for in responses. You may use the list of key points to formulate questions of your own if you wish, or contextualise the question to the candidate’s particular work situation. The Record of Conversation sheets indicate relevant content that should be sought. Place a tick next to each key point as you hear this topic being discussed during the conversation. You should read the “industry requirements” of each competency before the candidate answers the questions posed. You may also target the assessment to those aspects that present the *greatest risk* in the industry. Questions are aligned with the relevant unit/s of competency in **SECTION G**.

It is not intended every question for all competencies is asked, only those competencies the initial interview about the candidate’s documentary evidence has failed to **fully** address. The question bank covers most but not all units in the kit. Units without questions are covered in the practical assessment/scenario section.

### 4. Practical assessment tasks

It is important that you use both Steps 3 (Questioning) and 4 (Practical Assessment) in doing this assessment. The RPL process is a streamlined RPL process which **does not** rely solely on practical assessment but uses a combination of questioning and practical to provide evidence of candidate competence.

This is the third phase in collecting evidence. A practical skills test is then conducted by you at the candidate’s workplace or another suitable venue. Appropriate permission must be sought before entering workplaces.

This is a further opportunity for candidate to demonstrate competence. It is expected the practical assessment will comprise **only those competencies** the candidate is still unable to demonstrate knowledge/experience in after documentary review and questioning have been applied. These assessments contain the practical skills and application of knowledge for the qualification. A number of holistic practical assessments are included in this kit (**SECTION D**) to assist you with tasks suitable for observation on the job.

You decide if the response to questions and practical assessment tasks fulfils the requirements of the standard and may choose to pursue the issue further for a determination to be made. The assessment is a conversation/observation, not an exam, and you are encouraged to assist candidates to focus responses toward relevant issues.

Assessing through observation and questioning, particularly on the job, will speed up and streamline the RPL assessment process.

**NOTE:** Where candidate’s documentation and questions meet the assessment requirement, it is still strongly recommended the candidate undertake one practical assessment so you are confident in making a judgement of “competent”. The practical assessment selection should be negotiated between you and the candidate.

Recording sheets for candidate information, questioning and the practical assessments have been included in **SECTION D**. You may use other recording mechanisms provided these also keep a

complete record of assessment *and justification of judgement*. Candidate responses, observations of skills demonstrated and documents presented as evidence must be noted in enough detail so anyone external to the process (e.g. a fellow assessor, auditor, lawyer, etc) can read the record and retrace your judgement.

## 5. Gap training

RPL is an assessment process designed to show areas of competence and to identify IF a candidate has gaps in skills and knowledge against a whole qualification.

Not all candidates will have skill/knowledge gaps.

If a candidate has skills gaps, a pathway to complete training in the outstanding units can be negotiated to assist the client to gain the full qualification.

## EVIDENCE REVIEW

To satisfy AVETMISS audit requirements, the assessor completes this Evidence Review sheet to demonstrate that there has been a consideration of all the evidence provided during the assessment at the unit of competency level.

*(Place a tick in the appropriate evidence collection method column for each unit of competency. Place a line through those units not examined as part of this RPL assessment.)*

Unit Code	Unit Title	Questions	Practical	Documents	3 <sup>rd</sup> Party Report	Other evidence
<b>Core Units</b>						
SIRXCEG001	Engage the customer					
SIRXCEG002	Assist with customer difficulties					
SIRXCEG003	Build customer relationships and loyalty					
SIRXCOM002	Work effectively in a team					
SIRXIND001	Work effectively in a service environment					
SIRXRSK001	Identify and respond to security risks					
SIRXSLS001	Sell to the retail customer					
SIRXWHS002	Contribute to workplace health and safety					
<b>Elective Units</b>						
SIRXMGT001	Supervise and support frontline team members					
SIRXIND002	Organise and maintain the store environment					
SIRXCOM001	Communicate in the workplace to support team and customer outcomes					
SIRXIND003	Organise personal work requirements					
SIRXPDK001	Advise on products and services					

**Assessor's Name:** \_\_\_\_\_

**Assessor's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# SECTION B

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## Candidate Information and Application Forms

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You give this information to the candidate for them to read about the RPL process and to complete the appropriate forms.

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## WHAT DOES IT MEAN TO BE RECOGNISED IN RETAIL?

Did You Know...

- The Retail Industry employs the largest number of employees in the whole economy - 14.5%.
- Employment rose within the industry by over 20% from 2010 to 2014.
- The Retail Industry makes up over 7% of Australia's total GDP.

Retail is a people business. Everyday in retail is unique because you are meeting a variety of different people. From customers to suppliers, each interaction you have is about meeting individual needs and expectations. Effective communication is the name of the game and every moment is an opportunity to improve on the moment before.

Retail is an exciting and challenging career. It develops skills that are not only effective in the workplace but also in everyday life.

Retail provides attractive salaries and on-going career opportunities if you have what it takes. Many successful retailers have started on the sales floor and gone on to manage the company. Age is not a barrier to success within the industry as many assistants and store managers are under the age of twenty-five.

People who want to succeed in the industry should have the following:

- Good communication skills
- A strong customer focus
- Smart presentation and grooming
- Organisational skills
- Ability to work in a team
- Ability to work well under pressure
- Good technical skills and knowledge

The Retail Industry now provides qualifications for every level of your retail career so nothing you learn is ever wasted.

## TIPS AND HINTS TO HELP YOU PREPARE FOR RECOGNITION

To have skills formally recognised in the national system, assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you.

Here are some tips and hints for you:

1. Be prepared to talk about your job roles and your work history. Bring a resume or jot down a few points about where you have worked, either paid or unpaid, and what you did there.
2. Bring your position description and any performance appraisals you have from any retail shops or facilities you have worked in.
3. Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goal to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces so your skills can be validated?
4. Think about who can confirm your skill level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skill level.
5. Collect any certificates from in-house training or formal training you have done in the past.
6. You can speak with your training organisation about other ways you can show your skills in the retail industry. These could be letters from employers, records of your professional development sessions, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents.



## STEPS IN THE RPL PROCESS

### Step 1 – Provide information of your skills and experience

Complete the attached forms and provide as much information of your previous experience in the retail industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry. Here you can supply examples of your work history which could include:

- brief CV or work history
- certificates/results of assessment
- certificates/results of assessment – interstate/overseas
- certificates/results of assessment – universities
- results/statement of attendance/certificates – vendor training courses, in-house courses, workshops, seminars, symposiums
- results/statements of attendance/ certificates – club courses e.g. first aid, officials, surf life saving, etc
- photographs of work undertaken (eg merchandising presentations etc)
- membership of relevant professional associations
- hobbies/interests/special skills outside work
- references/letters from previous employers/supervisors
- industry awards
- any other documentation that may demonstrate industry experience

Depending on the industry you have worked in, you may or may not have documentary evidence available. This should not deter you from seeking RPL as the Assessor will work with you during the RPL process.

You will also need to supply contact details of one or two work referees who can confirm your skills in the industry.

### Step 2 – Conversation with Assessor

An assessor will review the information you have provided (usually with you) and begin to match up your skills to the units/subjects in the qualification. At this point, you will have the opportunity to discuss and identify your previous experience with the assessor who will understand your industry experience and conduct a competency conversation with you. You will be required to answer retail industry related questions to identify your current skills.

### Step 3 – Practical demonstration of your skills

The assessor will conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your assessor will identify the skills that he/she will want you to demonstrate.

### Further steps

After the assessment, your assessor will give you information about the skills that have been recognised and whether you have gained the full qualification. If you do have skill gaps, these may be addressed through flexible training.

**APPLICATION – Self Assessment Questionnaire**  
**SIR30216 Certificate III in Retail**

**Candidate Name:** \_\_\_\_\_ **Date Completed:** \_\_\_\_\_

Please identify your level of experience in each competency.

Unit Code	Unit Title	I have performed these tasks		
		Frequently	Sometimes	Never
<b>CORE UNITS</b>				
SIRXCEG001	Engage the customer			
SIRXCEG002	Assist with customer difficulties			
SIRXCEG003	Build customer relationships and loyalty			
SIRXCOM002	Work effectively in a team			
SIRXIND001	Work effectively in a service environment			
SIRXRSK001	Identify and respond to security risks			
SIRXSLS001	Sell to the retail customer			
SIRXWHS002	Contribute to workplace health and safety			
<b>ELECTIVE UNITS</b>				
SIRXMGT001	Supervise and support frontline team members			
SIRXIND002	Organise and maintain the store environment			
SIRXCOM001	Communicate in the workplace to support team and customer outcomes			
SIRXIND003	Organise personal work requirements			
SIRXPDK001	Advise on products and services			

**Candidate Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## RPL APPLICATION FORM

### Applicant Details:

<b>1. Occupation you are seeking recognition in</b>		
<b>2. Personal Details</b>		
Surname		
Preferred Title (Mr, Mrs, Ms, Miss)		
First Name/s		
Any other name used		
Home Address		
Postal address if different from above		
Telephone Numbers	Home:	Work:
	Mobile:	Fax:
Date of Birth	/ /	
Gender	MALE <input type="checkbox"/> / FEMALE <input type="checkbox"/>	
Age		
Are you a permanent Resident of Australia	YES <input type="checkbox"/> / NO <input type="checkbox"/>	
<b>3. Current Employment</b>		
Are you currently employed?	YES <input type="checkbox"/> / NO <input type="checkbox"/>	
If Yes, in which occupation are you currently employed?	.....	
Who is your current employer?	.....	
<b>4. Armed Forces details (If Applicable)</b>		
Branch of Service		
Trade classification on discharge		

<b>5. Further Training</b>	
Have you undertaken any training courses related to the occupation applied for?	YES <input type="checkbox"/> / NO <input type="checkbox"/>
<b>If Yes</b>	
What occupation were you trained in?	
Training completion Date (month, year)	
Country where you trained	
Name of course and institution (if applicable)	
<b>6. Is there any further information you wish to give in support of your application</b>	
<b>7. Professional Referees (relevant to work situation)</b>	
Name	.....
Position	.....
Organisation	.....
Phone Number	.....
Mobile Number	.....
Email Address	.....
Name	.....
Position	.....
Organisation	.....
Phone Number	.....
Mobile Number	.....
Email Address	.....

## APPLICANT EMPLOYMENT HISTORY FORM

Name, Address and Phone number of Employers	Period of Employment (DD/MM/YYYY)		Position Held	Full Time Part-time Casual	Description of Major Duties
	From	To			
1.					
2.					
3.					
4.					

**Attach additional sheet if required**

If you are including documents in your application, please provide a brief description below

Document Description (e.g. resume, photos, awards etc)	Office Use Only – Assessor to use this section to align documents to specific units of competency and identify key questions for competency conversation

### Declaration

I declare that the information contained in this application is true and correct and that all documents are genuine.

**Candidate Signature:** \_\_\_\_\_ **Date** \_\_\_\_\_

# SECTION C

## Competency Conversation

Once you have assessed the candidate's documentary information and determined which competencies you still require more information/evidence on, you use the question bank and Record of Conversation sheets in this section to document evidence of past experience. It is not intended that every question for all competencies be discussed during the conversation, only those competencies the initial documentary review has failed to fully address.

Each question has "key points" to look for in responses. You may use the list of key points to formulate questions of your own if you wish, or contextualise or rephrase the suggested question to the candidate's particular work situation. The questions are not intended to be a formal 'script' for the assessor to follow, but to provide guidance in exploring the range of the candidate's skills, knowledge and experience in performing a particular task or function.

The Record of Conversation sheets indicate relevant content that should be sought. Place a tick next to each key point as you hear this topic being discussed during the conversation. In doing so, you are making a statement of fact about what you hear the candidate say during the competency conversation. Use the Comments section to provide further detail about the context of the discussion or briefly outline any examples discussed by the candidate. You may also use the Comments section to make a brief analysis of the responses or summary judgements about the quality of the candidate's responses in relation to the requirements of the competency standard.

Remember, the notes you take about this conversation are important evidence and should be retained in the candidate's assessment record.

## QUESTION BANK

**Note to Assessors:** Refer to “Record of Conversation” sheets

Unit of Competency	Question
<b>SIRXCEG001</b> <b>Engage the customer</b>	<ol style="list-style-type: none"> <li>1. Discuss how you have implemented policies and procedures within a retail store, specifically focussed on customer service.</li> <li>2. Outline how you have communicated with management regarding specific customer related issues.</li> <li>3. Discuss how you have contributed to a customer service culture within a retail store.</li> </ol>
<b>SIRXRSK001</b> <b>Identify and respond to security risks</b>	<ol style="list-style-type: none"> <li>4. Outline the critical components that are considered in relation to the security of a retail operation. Discuss the procedures that you have followed.</li> </ol>
<b>SIRXSLS001</b> <b>Sell to the retail customer</b>  <b>SIRXCEG003</b> <b>Build customer relationships and loyalty</b>	<ol style="list-style-type: none"> <li>5. Outline how you establish customer needs. Consider the importance of communication, rapport and relationship building.</li> <li>6. What role can product and/or services knowledge play in the sales process?</li> <li>7. Outline the techniques you have used to facilitate the sale of products and services.</li> </ol>
<b>SIRXIND002</b> <b>Organise and maintain the store environment</b>	<ol style="list-style-type: none"> <li>8. Describe in detail the various functions you have undertaken within the retail environment to organise and maintain your work area.</li> <li>9. Using an example from your workplace, discuss how you have Interpreted manufacturers’ instructions, warning labels and instructions for the use of chemicals and hazardous substances</li> <li>10. Discuss how you have complete cleaning tasks safely and efficiently with minimum inconvenience to customers and team members within your workplace.</li> </ol>
<b>SIRXCEG002</b> <b>Assist with customer difficulties</b>	<ol style="list-style-type: none"> <li>11. Discuss where you have dealt with a customer complaint in your work. What strategies have you used? How did you identify a difficult customer?</li> <li>12. How does your organisation process refunds and exchanges?</li> <li>13. What are some of the ways/processes you have used to provide feedback to customers?</li> </ol>
<b>SIRXPDK001</b> <b>Advise on products and services</b>	<ol style="list-style-type: none"> <li>14. How do you develop and how do you share your knowledge of products and services?</li> <li>15. Discuss in detail four situations where your knowledge of on four different products and/or services allowed you to satisfy a customers needs. Include reference to associated products and/or services such as financing options, warranties and service information.</li> </ol>

Unit of Competency	Question
<p><b>SIRXCOM001</b> <b>Communicate in the workplace to support team and customer outcomes</b></p> <p><b>SIRXCOM002</b> <b>Work effectively in a team</b></p> <p><b>SIRXMGT001</b> <b>Supervise and support frontline team members</b></p>	<p><b>16.</b> Outline how you ensure customer retention. Consider the importance of communication, rapport and relationship building.</p> <p><b>17.</b> Discuss your experiences in working with customers/colleagues from diverse backgrounds. How did you deal with language/communication barriers?</p> <p><b>18.</b> How have you minimised issues and difficulties that may have occurred because of workplace misunderstandings due to cultural differences?</p> <p><b>19.</b> How have you promoted team morale?</p>
<p><b>SIRXIND001</b> <b>Work effectively in a service environment</b></p>	<p><b>20.</b> How do you develop and how do you share your knowledge of employee rights and responsibilities?</p> <p><b>21.</b> What are the key elements of customer service that you have routinely applied in your workplace?</p>
<p><b>SIRXIND003</b> <b>Organise personal work requirements</b></p>	<p><b>22.</b> Discuss an example of how you have planned and organised your work plan when a factor beyond your control conflicted with the completion of a personal work activity. How did you replan your schedule?</p> <p><b>23.</b> What have you done to ensure your personal work performance meets your organisation's standards for quality and customer service?</p>
<p><b>SIRXWHS002</b> <b>Contribute to workplace health and safety</b></p>	<p><b>24.</b> Describe your responsibilities to 'the team' in relation to Work Health and Safety issues and information.</p> <p><b>25.</b> How do you ensure an ongoing safe working environment within your retail operation?</p> <p><b>26.</b> Are there any additional requirements placed on you by organisational policy or associated legislation?</p>



RECORD OF CONVERSATION  
**SIRXCEG001 Engage the customer**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question:**

1. Discuss how you have implemented policies and procedures within a retail store, specifically focussed on customer service.
2. Outline how you have communicated with management regarding specific customer related issues.
3. Discuss how you have contributed to a customer service culture within a retail store.

<b>KEY POINTS</b> The candidate's response should evidence the following	<b>INDUSTRY REQUIREMENTS</b> These must be evidenced in the candidate's response	Indicate if response addresses KP and IR	<b>COMMENTS</b> Record other key points and examples from conversation. Identify whether a practical assessment is warranted.
<b>Question 1</b>			
Uses a variety of sources to monitor the customer service standards including customer needs	Organisational policies and procedures		
Identifies the areas lacking within customer service	Open communication		
Aware of customer service standards	Active listening		
Adapts communication style to appropriately communicate with customers from diverse backgrounds	Codes of Practice Reporting processes		
Works with customer/supervises staff and process to assist customer within organisational policies and procedures	Organisational grievance procedures		
Attempts to meet customers special needs (if appropriate)	Negotiation and Mediation Legislation		
<b>Question 2</b>			
Refers customer service issues to to management for action in a timely manner			
Provides operational feedback to management in a timely manner			
Information takes the appropriate format/proforma			
Works with management to meet customer needs			

<p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>	<p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p>	<p>Indicate if response addresses KP and IR</p>	<p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p>
<p>Uses appropriate communication techniques when communicating with management</p>			
<p><b>Question 3</b></p>			
<p>Ensures own knowledge of product range is appropriate</p>			
<p>Assists team members have knowledge of product range</p>			
<p>Ensures understanding of policies and procedures in relation to customer service</p>			
<p>Seeks feedback from team in relation to customer service issues</p>			
<p>Provides feedback to team on performance and customer service</p>			
<p>Uses appropriate problem solving techniques to deal with customer service issues</p>			
<p>Refers issues to management (if appropriate)</p>			

RECORD OF CONVERSATION  
**SIRXRSK001 Identify and respond to security risks**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question:**

4. Outline the critical components that are considered in relation to the security of a retail operation. Discuss the policies and procedures that you have followed.

<b>KEY POINTS</b> The candidate's response should evidence the following	<b>INDUSTRY REQUIREMENTS</b> These must be evidenced in the candidate's response	Indicate if response addresses KP and IR	<b>COMMENTS</b> Record other key points and examples from conversation. Identify whether a practical assessment is warranted.
<b>Question 4</b>			
<i>Implements, monitors and reviews policies and procedures in relation to:</i>	Organisational policies and procedures		
Internal and external theft	Privacy Legislation		
Cash handling, transactions (till counts and clearing, banking)	Confidentiality Australian Consumer Law		
High value and easily stolen merchandise	Fair Trading Act		
Keys	Legislation		
Theft and armed robbery	Effective Communication		
Security systems and alarms (Opening and Closing procedures)			
Staff awareness and training			
Legislation and statutory regulations in relation to checking customer bags and purchases			
Reporting relevant details			
Ensures adequate training is provided to staff			
Ensures alarm systems and security systems are operational			
Reports faults in alarm systems and security systems and			

<p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>	<p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p>	<p>Indicate if response addresses KP and IR</p>	<p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p>
follows up on reporting			
Ensures all communication is appropriate			
Seeks feedback from staff in relation to store security			
Acts on feedback received from staff in relation to store security			
Provides feedback to staff in relation to store security			
Reports breaches of security and procedures to appropriate personnel in appropriate format/proforma			

RECORD OF CONVERSATION  
**SIRXSL001 Sell to the retail customer**  
**SIRXCEG003 Build Customer relationships and loyalty**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question**

5. Outline how you establish customer needs. Consider the importance of communication, rapport and relationship building.
6. What role can product and/or services knowledge play in the sales process?
7. Outline the techniques you have used to facilitate the sale of products and services.

<b>KEY POINTS</b> The candidate's response should evidence the following	<b>INDUSTRY REQUIREMENTS</b> These must be evidenced in the candidate's response	Indicate if response addresses KP and IR	<b>COMMENTS</b> Record other key points and examples from conversation. Identify whether a practical assessment is warranted.
<b>Question 5</b>			
<i>Identifies components of rapport and confidence building, including:</i>	Organisational policies and procedures		
Uses timely, professional and courteous greeting (and farewell)	Effective Communication		
Employs open questioning and active listening techniques	Negotiation		
Uses non-verbal techniques (including observation)	Confidentiality		
Identifies cues and other non-verbal signals	Privacy legislation		
Clarifies customer needs	Codes of Practice		
Considers individuality of customers (age, income, gender, location, motivation, behaviour etc)	WHS policies and procedures		
Uses jargon free communication	WHS legislation		
Displays a high level of product knowledge			
Ensures knowledge of warranties, range of products and services and manufacturer information is current and			

<p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>	<p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p>	<p>Indicate if response addresses KP and IR</p>	<p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p>
relevant to product/s			
Displays high level of pricing and discounting/GST knowledge			
Uses effective selling techniques (add-ons and complementary products)			
Overcomes customer objections			
Ensures after sales service is available and utilised (including back-up service)			
Provides customer with other information required for post-sales service/assistance			
Enters customer details into database			
Discusses payment options with customer			
Ensures that policies in relation to client confidentiality and security of information are provided to the customer			
Closes sale effectively			
Maintains customer database and checks with customer in relation to changes in details			
Follows up with customers to ensure satisfaction and future sales			
Uses customer information to advise on other products/ services available			
Deal with escalated customer complaints			
Implements customer loyalty schemes (if appropriate)			
Applies store policies and procedures to ensure consistency			
<b>Operates within legislative guidelines</b>			
<b>Ensures work is conducted ethically and promotes</b>			

<p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>	<p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p>	<p>Indicate if response addresses KP and IR</p>	<p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p>
<p><b>the store and credibility</b></p>			
<p><b>Question 6</b></p>			
<p>Plans sales presentation according to product characteristics/requirements</p>			
<p>Contacts manufacturer/product supplier for promotional materials/presentation information/details</p>			
<p>Invites/chooses customer/target group according to product characteristics</p>			
<p>Accesses and distributes promotional materials relevant to the product</p>			
<p>Ensures that presentation meets customer and store requirements, store image and plan</p>			
<p>Ensures that all staff are aware of presentation</p>			
<p>Ensures all staff have adequate product knowledge</p>			
<p>Uses effective communication techniques to pitch/present product to group</p>			
<p>Demonstrates use of product (if appropriate)</p>			
<p>Evaluates presentation according to criteria (sales, enquiries)</p>			
<p>Uses evaluation to determine future presentations/promotions</p>			
<p><b>Question 7</b></p>			
<p>Outlines characteristics of difficult customers</p>			
<p><i>Uses effective communication strategies for dealing with customer complaints including:</i></p>			
<p>Empathy</p>			

<p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>	<p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p>	<p>Indicate if response addresses KP and IR</p>	<p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p>
Active listening			
Negotiation – seek win-win resolution			
Ensures that customer is satisfied with resolution of complaint			
Demonstrates a supportive attitude			
Ensures outcome is appropriate to store image/ product range etc			
Ensures outcome meets legislative requirements			
Reports customer complaint to supervisor (if appropriate)			
Completes appropriate documentation (if appropriate)			



RECORD OF CONVERSATION  
**SIRXIND002 Organise and maintain the store environment**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question**

8. Describe in detail the various functions you have undertaken within the retail environment to organise and maintain your work area.
9. Using an example from your workplace, discuss how you have Interpreted manufacturers' instructions, warning labels and instructions for the use of chemicals and hazardous substances
10. Discuss how you have complete cleaning tasks safely and efficiently with minimum inconvenience to customers and team members within your workplace.

<b>KEY POINTS</b> The candidate's response should evidence the following	<b>INDUSTRY REQUIREMENTS</b> These must be evidenced in the candidate's response	Indicate if response addresses KP and IR	<b>COMMENTS</b> Record other key points and examples from conversation. Identify whether a practical assessment is warranted.
<b>Question 8</b>	Organisational policies and procedures WHS legislation and guidelines Codes of Practice Effective communication		
Implements policies and procedures in relation to work area and resources			
Interprets manufacturers' instructions, warning labels and instructions for the use of chemicals and hazardous substances			
Uses cleaning products and equipment			
Follows simple dilution ratios for cleaning products			
Records use of office supplies and resources (if appropriate)			
Ensures waste disposal is consistent			

<p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>	<p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p>	<p>Indicate if response addresses KP and IR</p>	<p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p>
<p>Completes cleaning tasks safely and efficiently with minimum inconvenience to customers and team members</p>			
<p>Ensures customer services and point of sale areas are adequately stocked to minimise disruption when serving customers</p>			
<p><b>Question 9</b></p>			
<p>Identifies the need for interpretation</p>			
<p>Clarifies the purpose of the product and/or equipment</p>			
<p>Uses product in accordance with manufacturer's instructions</p>			
<p>Completes cleaning tasks safely and efficiently with minimum inconvenience to customers and team members</p>			
<p><b>Question 10</b></p>			
<p>Identifies the need for personal hygiene</p>			
<p>Identifies the need for reporting problems and faults in a timely and positive manner</p>			
<p>Identifies the need for understanding point of sale stock requirements</p>			
<p>Identifies the use, maintenance and storage of cleaning products and equipment</p>			
<p>Identifies the use of hazardous cleaning substances</p>			
<p>Identifies the need for compliance with waste disposal, recycling and environmental protection</p>			

RECORD OF CONVERSATION  
**SIRXCEG002 Assist with customer difficulties**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question**

11. Discuss where you have dealt with a customer complaint in your work. What strategies have you used? How did you identify a difficult customer?
12. How does your organisation process refunds and exchanges?
13. What are some of the ways/processes you have used to provide feedback to customers?

<b>KEY POINTS</b> The candidate's response should evidence the following	<b>INDUSTRY REQUIREMENTS</b> These must be evidenced in the candidate's response	Indicate if response addresses KP and IR	<b>COMMENTS</b> Record other key points and examples from conversation. Identify whether a practical assessment is warranted.
<b>Question 11</b>	Legislation		
Identifies key aspects of Customer Service Standard	Industry codes of practice		
Identifies the approach staff members should take to the customer	Company policies and procedures		
Identifies types of issues the member can deal with themselves, and those that are referred to management	Customer special needs		
Outlines method for dealing with a complaint about service	Planning and evaluation processes		
Outlines how to dealing with goods under warranty or guarantee	Confidentiality		
Discusses complaints recording procedure	Effective communication		
Identifies key aspects of Customer Service Standard	Leadership and teamwork		
Identifies the approach staff members should take to the customer			
<b>Question 12</b>			
Identifies returns and refund procedure			
Outlines reasons for refunds and exchanges			

<p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>	<p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p>	<p>Indicate if response addresses KP and IR</p>	<p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p>
<p><b>Question 13</b></p>			
<p>Discusses difficulty – delivery times, price offer, product/service availability, refund/guarantee offer</p>			
<p>Customer survey</p>			
<p>Complaint forms</p>			
<p>Customer database</p>			
<p>Customer service statistics</p>			
<p>Analysis of data</p>			
<p>Written reports</p>			
<p>Uses organisational systems for recording use of workplace documents/forms</p>			
<p>Identifies the need for the report/correspondence</p>			
<p>Provides correspondence/report to appropriate personnel</p>			
<p>Maintains copy of correspondence/report as per organisational procedures</p>			
<p>Refers problem to appropriate personnel (if appropriate)</p>			
<p>Provides assistance to personnel in order to rectify problems in a timely and positive manner</p>			

RECORD OF CONVERSATION  
**SIRXPDK001 Advise on products and services**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question**

- 14.** How do you develop and how do you share your knowledge of products and services?
- 15.** Discuss in detail four situations where your knowledge of on four different products and/or services allowed you to satisfy a customers needs. Include reference to associated products and/or services such as financing options, warranties and service information.

<b>KEY POINTS</b> The candidate's response should evidence the following	<b>INDUSTRY REQUIREMENTS</b> These must be evidenced in the candidate's response	Indicate if response addresses KP and IR	<b>COMMENTS</b> Record other key points and examples from conversation. Identify whether a practical assessment is warranted.
<b>Question 14</b>	Organisational policies and procedures  Open communication  Active listening  Warranties and contracts		
Seeks out and attends professional development opportunities			
Actively identifies knowledge gaps and utilises available resources to fill needs			
Actively identifies opportunities to communicate relevant information to the team			
<b>Question 15</b>			
Uses open questions and active listening to determine needs			
Associates the need with a specialist product and accurately estimates on quantities required			
Refrains from using jargon while explaining the benefits and points of difference of the product to the customer			
Provides additional information (eg. industry feedback / acceptance, point of origin, delivery timetables, installation requirements, post sales service and support, warranties, financing options)			
<b>Actively shares specialist knowledge with team members and colleagues including operation,</b>			

<p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>	<p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p>	<p>Indicate if response addresses KP and IR</p>	<p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p>
<p><b>storage and use of product</b></p>			

**RECORD OF CONVERSATION**

SIRXCOM001 Communicate in the workplace to support team and customer outcomes

SIRXCOM002 Work effectively in a team

SIRXMGT001 Supervise and support frontline team members

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question**

- 16. Outline how you ensure customer retention. Consider the importance of communication, rapport and relationship building.
- 17. Discuss your experiences in working with customers/colleagues from diverse backgrounds. How did you deal with language/communication barriers?
- 18. How have you minimised issues and difficulties that may have occurred because of workplace misunderstandings due to cultural differences?
- 19. How have you promoted team morale?

<b>KEY POINTS</b> The candidate's response should evidence the following	<b>INDUSTRY REQUIREMENTS</b> These must be evidenced in the candidate's response	Indicate if response addresses KP and IR	<b>COMMENTS</b> Record other key points and examples from conversation. Identify whether a practical assessment is warranted.
<b>Question 16</b>	Organisational policies and procedures Open communication Active listening Cross-cultural awareness Respect for persons		
Actively listens and displays open communication			
Applies verbal and non-verbal communication, gestures, signs			
Refers customers to different support			
Accesses support and assistance if required			
Seeks mediation or referral (if appropriate)			
<b>Question 17 &amp; 18</b>			
Respects difference in cultures/customs			
Shows sensitivity to people from: <ul style="list-style-type: none"> <li>▪ culturally and linguistically diverse backgrounds</li> <li>▪ different ages, race, religion, gender etc</li> </ul>			

<p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>	<p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p>	<p>Indicate if response addresses KP and IR</p>	<p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p>
<ul style="list-style-type: none"> <li>▪ different cultural practices and customs</li> </ul>			
Practices cultural inclusion			
Targets language to audience			
Avoids bias and stereotyping			
Adopts a sensitive approach			
Uses simple directions and instructions			
Speaks slowly for those whose are from NESB			
Resolves misunderstandings			
Positive gestures and body language			
<b>Question 19</b>			
Offers solutions			
<p>Ensures misunderstandings are minimised by:</p> <ul style="list-style-type: none"> <li>▪ communicating effectively with others</li> <li>▪ anticipating problems</li> <li>▪ helping others</li> <li>▪ providing information when necessary or requested</li> <li>▪ sharing resources and equipment</li> </ul>			
Understands position in the team			
Understands common goal and objectives of team			
Understands roles and responsibilities of each person			
Takes responsibility for own task			
Seeks and offers assistance to team members			
Coordinates with others: eg where tasks are interdependent			



## RECORD OF CONVERSATION

### SIRXIND001 Work effectively in a service environment

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question**

- 20. How do you develop and how do you share your knowledge of employee rights and responsibilities?
- 21. What are the key elements of customer service that you have routinely applied in your workplace?

KEY POINTS <small>The candidate's response should evidence the following</small>	INDUSTRY REQUIREMENTS <small>These must be evidenced in the candidate's response</small>	Indicate if response addresses KP and IR	COMMENTS <small>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</small>
<b>Question 20</b>	Organisational policies and procedures  Open communication  Active listening  Cross-cultural awareness  Respect for persons		
Understands position in the team			
Understands common goal and objectives of team			
Understands roles and responsibilities of each person			
Takes responsibility for own task			
Clarifies instructions to be followed			
Seeks and offers assistance to team members			
Coordinates with others: eg where tasks are interdependent			
Works to agreed goals			
Meets deadlines			
Minimises conflict by: <ul style="list-style-type: none"> <li>▪ communicating effectively with others</li> <li>▪ anticipating problems</li> <li>▪ helping others</li> <li>▪ providing information when necessary or requested</li> </ul>			

<p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>	<p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p>	<p>Indicate if response addresses KP and IR</p>	<p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p>
<ul style="list-style-type: none"> <li>▪ sharing resources and equipment</li> </ul>			
<p><b>Question 21</b></p>			
<p>Demonstrated awareness of what your customers consider to be good customer service</p>			
<p>Took the time to find out customers' expectations</p>			
<p>Followed up on both positive and negative feedback received</p>			
<p>Continuously looked for ways to improve the level of customer service delivered</p>			
<p>Greeted customers and approached them in a way that is natural and fits the individual situation</p>			
<p>Showed customers that understood what their needs were</p>			
<p>Accepted that some people won't want store products and concentrated on building relationships with those who do</p>			

**RECORD OF CONVERSATION**  
**SIRXIND003 Organise personal work priorities**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question**

**22.** Discuss an example of how you have planned and organised your work plan when a factor beyond your control conflicted with the completion of a personal work activity. How did you replan your schedule?

**23.** What have you done to ensure your personal work performance meets your organisation's standards for quality and customer service?

<b>KEY POINTS</b> The candidate's response should evidence the following	<b>INDUSTRY REQUIREMENTS</b> These must be evidenced in the candidate's response	Indicate if response addresses KP and IR	<b>COMMENTS</b> Record other key points and examples from conversation. Identify whether a practical assessment is warranted.
<b>Question 22</b>			
Factors	Legislation Company policies and procedures Productivity management Time management Business technology Records management		
♦ interruptions or delays by others			
♦ conflicting priorities			
♦ competition for scarce resources			
♦ changes in the scope of work by the client			
♦ changes in materials cost outside budget			
♦ technology/equipment breakdown			
♦ describes other			
Resolves problems			
Plans for further contingencies			
Allows for time delays			
Plans to achieve other work outcomes during delays			
Asks for help			
Prioritises and plans to complete non-priority work later			
<b>Question 23</b>			
Sequences work efficiently			

<b>KEY POINTS</b> The candidate's response should evidence the following	<b>INDUSTRY REQUIREMENTS</b> These must be evidenced in the candidate's response	Indicate if response addresses KP and IR	<b>COMMENTS</b> Record other key points and examples from conversation. Identify whether a practical assessment is warranted.
Follows procedures, work instructions			
Complies with legislative and regulatory requirements			
Clarifies work through discussions			
Monitors own work output			
Asks for feedback			
Acts on feedback and self-assessment			
Uses controlled documents – forms, task checklists, batch control sheets, etc			
Complete workplace documentation at each stage of process			
Reports errors and inconsistencies			
Takes corrective action / resolves issues			
Contributes to procedural improvements			

**RECORD OF CONVERSATION**  
**SIRXWHS002 Contribute to workplace health and safety**

**CANDIDATE'S NAME:** \_\_\_\_\_ **ASSESSOR'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Question**

- 24. Describe your responsibilities to 'the team' in relation to Work Health and Safety issues and information.
- 25. How do you ensure an ongoing safe working environment within your retail operation?
- 26. Outline additional requirements placed on you by organisational policy or associated legislation.

<b>KEY POINTS</b> The candidate's response should evidence the following	<b>INDUSTRY REQUIREMENTS</b> These must be evidenced in the candidate's response	Indicate if response addresses KP and IR	<b>COMMENTS</b> Record other key points and examples from conversation. Identify whether a practical assessment is warranted.
<b>Question 24</b>			
Actively stays abreast of changes and industry trends in relation to identification and management of workplace health and safety hazards and risks	Organisational policies and procedures WHS legislation and guidelines Codes of Practice Effective communication Team work principles		
Implements store policies and procedures in relation to WHS			
Ensures information exists and provides access to information such as policies, procedures, guidelines, WHS Committee Meeting Minutes			
Consults and communicates with team members on WHS issues			
Models safe work practices in relation to handling and moving of stock			
Coaches team members in relation to safe handling and moving of stock			
Provides opportunities for team members to contribute to workplace safety through involvement in, or presentation of issues to, WHS Committee			

<p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>	<p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p>	<p>Indicate if response addresses KP and IR</p>	<p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p>
Implements emergency policies and procedures			
Implements policies and procedures in relation to handling and storage unsafe or hazardous goods/chemicals			
Provides first aid facilities/training			
<b>Question 25</b>			
Identifies need for training in WHS areas including changes to legislation and work practices			
Provides training in WHS areas including reporting			
Investigates WHS issues raised including risks and hazards			
Identifies and rectifies hazards and risks through regular audit and analysis			
Eliminates hazard/risk			
Implements control measures to deal with/reduce hazards and/or risks			
Monitors control measures			
Records and investigates risks in line with organisational policies and procedures and legislative guidelines			
Provides training on use of PPE			
Provides training on safe manual handling			
Maintains PPE and manual handling/WHS equipment			
Provides training on emergency/bomb threat/evacuation procedures			
Promptly resolves or refers WHS issues			
<b>Question 26</b>			
<i>Additional requirements may include:</i>			

<p><b>KEY POINTS</b></p> <p>The candidate's response should evidence the following</p>	<p><b>INDUSTRY REQUIREMENTS</b></p> <p>These must be evidenced in the candidate's response</p>	<p>Indicate if response addresses KP and IR</p>	<p><b>COMMENTS</b></p> <p>Record other key points and examples from conversation. Identify whether a practical assessment is warranted.</p>
Record Maintenance:			
Accident and Incident Reports			
WHS Committee Meeting Minutes			
Hazard Identification and Action Reports			
Analyses reports to identify areas requiring action			
Uses information to determine resource allocation			
Maintains resources including first aid, fire fighting equipment, PPE, alarm systems, communication systems			





# SECTION D

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## Practical Tasks and Observation Recording Sheets

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You use this section to assist you in determining a candidate's competency in those areas where they have not yet successfully demonstrated their skills, knowledge and prior experience. Therefore, candidates are not required to complete all tasks. You select tasks after considering available evidence collected through previous phases and according to context and needs of each candidate.

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## PRACTICAL TASKS

Candidates are **not** required to complete **all** tasks. The Assessor is to select tasks after considering available evidence collected through previous phases and according to the context and needs of each candidate.

Unit of Competency	Practical Task
<p><b>SIRXCEG001</b> <b>Engage the customer</b></p>	<p>Task 1:</p> <p>Scenario: I am a customer presenting to you with a enquiry regarding <i>insert service/product</i>. Demonstrate how you implement customer service standards and store policy within your team regarding contributing to a customer service culture</p>
<p><b>SIRXRSK001</b> <b>Identify and respond to security risks</b></p> <p><b>SIRXWHS002</b> <b>Contribute to workplace health and safety</b></p>	<p>Task 2:</p> <p>Conduct a brief safety / security audit identifying primary areas of review and concern.</p> <p>During this audit:</p> <ul style="list-style-type: none"> <li>• Perform a hazard and risk/analysis audit on both safety and security of your store/premises</li> <li>• Document/report findings using organisational forms and following organisational procedures</li> </ul> <p>Open/close your store.</p> <p>Demonstrate:</p> <ul style="list-style-type: none"> <li>• Procedures for opening/closing the store</li> <li>• How you would check customers' bags as required at point of sale according to store policy and legislative requirements.</li> </ul>
<p><b>SIRXSLS001</b> <b>Sell to the retail customer</b></p> <p><b>SIRXCEG003</b> <b>Build customer relationships and loyalty</b></p>	<p>Task 3:</p> <p>Scenario: I am a potential customer considering purchasing <i>insert product</i>. Demonstrate your approach.</p> <p>Build a relationship with the customer by:</p> <ul style="list-style-type: none"> <li>• Identifying customer needs</li> <li>• Using product knowledge to provide recommendations</li> <li>• Handling difficult situations</li> <li>• Closing the sale using organisational systems and procedures and in line with privacy and other legislation</li> <li>• Refer to customer loyalty programs</li> </ul>
<p><b>SIRXPDK001</b> <b>Advise on products and services</b></p>	<p>Task 4:</p> <p>Scenario: I am a poorly informed customer considering purchasing <i>insert product</i>. I have described my needs to you and I am telling you that I want a product that you believe is unsuitable. Demonstrate your approach when recommending appropriate specialised products.</p>

Unit of Competency	Practical Task
<b>SIRXCEG002</b> <b>Assist with customer difficulties</b>	<p>Task 5:</p> <p><i>This could be conducted with the Assessor playing the role of customer.</i></p> <p>Scenario: A customer, appears to be under the influence of alcohol or drugs wished to return a purchased product that that they believe is unsuitable. The customer claims:</p> <ul style="list-style-type: none"> <li>• to have lost the purchase receipt</li> <li>• to have tried to resolve the issue by telephone.</li> </ul> <p>Demonstrate your approach to deal with this customer difficulty.</p>
<b>SIRXIND002</b> <b>Organise and maintain the store environment</b>	<p>Task 6:</p> <p>In your workplace complete the following tasks:</p> <ul style="list-style-type: none"> <li>• organise and maintain a designated work area, within a store environment, during three shifts</li> <li>• correctly use cleaning products and equipment to perform two cleaning tasks within the store environment</li> </ul>
<b>SIRXCOM001</b> <b>Communicate in the workplace to support team and customer outcomes</b>	<p>Task 7:</p> <p><i>This could be conducted with the Assessor playing the role of customer.</i></p> <p>Choose a product brochure and interpret the brochure for a customer including an explanation of retail jargon and terms and conditions.</p>
<b>SIRXIND001</b> <b>Work effectively in a service environment</b> <b>SIRXCOM002</b> <b>Work effectively in a team</b> <b>SIRXMGT001</b> <b>Supervise and support frontline team members</b>	<p>Task8:</p> <p>Scenario: You are requested to assist a new team member to become familiar with your retail environment by assisting them to understand how to integrate knowledge of workplace rights and responsibilities, organisational policies and procedures into their daily work activities</p> <p>Demonstrate your understanding of workplace rights and responsibilities, organisational policies and procedures, including reference to:</p> <ul style="list-style-type: none"> <li>• organisational policies and procedures that relate to general work practices:</li> <li>• sources of information on employment rights and responsibilities:</li> <li>• state and territory government boards and commissions for anti-discrimination and equal employment opportunity</li> <li>• aspects of employment related laws covering rights and responsibilities of employees and employers as relevant to job role:</li> <li>• relevant provisions of Commonwealth and state or territory anti-discrimination and equal employment opportunity (EEO) laws, and how these relate to own work role, including:</li> <li>• industry awards or relevant enterprise agreements for retail employees as relevant to job role</li> <li>• principles for effective work practices and work environments</li> <li>• principles of workplace etiquette</li> <li>• commercial impact of inappropriate behaviours to a retail business</li> </ul>

<b>Unit of Competency</b>	<b>Practical Task</b>
<b>SIRXIND003</b> <b>Organise personal work requirements</b>	Task 9: Plan a “normal” day’s activities in your retail environment. Include: <ul style="list-style-type: none"><li>• How you work within store procedures</li><li>• How you work within required timeframes</li><li>• How you sequence work activities</li><li>• How you would deal with the allocation of additional tasks</li></ul>

OBSERVATION RECORDING SHEET  
**Practical Tasks**

**CANDIDATE'S NAME:** \_\_\_\_\_ **SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**ASSESSOR'S NAME:** \_\_\_\_\_ **SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**LOCATION:** \_\_\_\_\_

**NB:** The skills listed below must be verified by a competent assessor through observed demonstration either in the candidate's workplace as part of the candidate's normal work duty OR as part of a practical assessment/demonstration set by the assessor.

Unit and element covered in task	Task No.	Observable behaviours in task	Industry requirements	Assessor's comments	Indicate if behaviour observed	Date assessed
<b>SIRXCEG001</b> <b>Engage the customer</b>	1	<p>Consults with staff regarding complaint.</p> <p>Analyses complaint and identifies problem</p> <p>Supervises resolution of complaint in line with store policy (refund, exchange, credit). Including checking customer satisfaction</p> <p>Documents/Reports to management on complaints including referring unresolved complaints if appropriate.</p>	Organisational policies and procedures			
<b>SIRXRSK001</b> <b>Identify and respond to security risks</b> <b>SIRXWHS002</b> <b>Contribute to workplace health and safety</b>	2	<p>Demonstrates an objective approach to review</p> <p>Hazards and risks identified during the audit may include:</p> <p><i>Safety</i></p> <ul style="list-style-type: none"> <li>• Slip and trip hazards</li> <li>• Electrical hazards</li> <li>• Hazardous materials storage/access</li> </ul>	<p>Organisational policies and procedures</p> <p>Responsibilities of other staff</p> <p>WHS legislation and guidelines</p>			

Unit and element covered in task	Task No.	Observable behaviours in task	Industry requirements	Assessor's comments	Indicate if behaviour observed	Date assessed
		<ul style="list-style-type: none"> <li>• Falling hazards</li> <li>• Safety of stock storage procedures</li> <li>• Use of personal protective equipment</li> <li>• Incident reporting</li> </ul> <p>Monitors security of the store</p> <p>Follows procedures</p>				
<p><b>SIRXSLS001</b> <b>Sell to the retail customer</b></p> <p><b>SIRXCEG003</b> <b>Build customer relationships and loyalty</b></p>	3	<p>Personal presentation meets organisational standards</p> <p>Uses appropriate greeting:</p> <ul style="list-style-type: none"> <li>• Polite</li> <li>• Politically correct</li> <li>• Language</li> <li>• Eye contact</li> <li>• Personal space</li> <li>• Use of open ended questions</li> </ul> <p>Uses active listening</p> <p>Uses affirmation to confirm understanding of customer needs</p> <p>Seeks customer response to, past events, offers and programs to identify improvements and new ideas.</p> <p>Reviews customer responses to events, offers and programs</p> <p>Selects cost-effective events, offers and programs for implementation.</p> <p>Deals with escalated customer complaints</p>	<p>Organisational policies and procedures</p> <p>Warranties and contracts</p> <p>Australian Consumer Law</p>			

Unit and element covered in task	Task No.	Observable behaviours in task	Industry requirements	Assessor's comments	Indicate if behaviour observed	Date assessed
<b>SIRXPDK001</b> <b>Advise on products and services</b>	4	<p>Confirms customer requirements</p> <p>Explains reason that requested product is not suitable and provides alternatives.</p> <p>Provides 'jargon free' overview of appropriate products</p> <p>Provides recommendations</p> <p>Provides benefits and points of difference to justify recommendations</p> <p>Confirms customer satisfaction with appropriateness of recommendation</p> <p>Provides additional information (service, support, warranties, web references, financing options etc)</p> <p>Identifies complementary products</p> <p>Uses appropriate closing:</p> <ul style="list-style-type: none"> <li>• Offer of sale</li> <li>• Offer of additional assistance</li> <li>• Provision of contact information</li> </ul>	<p>Organisational policies and procedures</p> <p>WHS legislation and guidelines</p> <p>Technical knowledge and information on product range.</p> <p>Product and Manufacturer Terms and conditions</p>			
<b>SIRXCEG002</b> <b>Assist with customer difficulties</b>	5	<p>Recognises customer dissatisfaction and take action to avoid escalation</p> <p>Identifies difficult customers and take swift and tactful action to prevent escalation of problem</p> <p>Consults with staff regarding difficulty.</p> <p>Analyses difficulty and identifies problem</p> <p>Resolves difficulty in line with store policy (refund, exchange, credit). Including checking customer satisfaction</p> <p>Documents/Reports to management on difficulties including referring unresolved difficulties if</p>	<p>Organisational policies and procedures</p> <p>Warranties and contracts</p>			

Unit and element covered in task	Task No.	Observable behaviours in task	Industry requirements	Assessor's comments	Indicate if behaviour observed	Date assessed
		<p>appropriate.</p> <p>Invites and responds to questions</p>				
<p><b>SIRXIND002</b>  <b>Organise and maintain the store environment</b></p>	<p>6</p>	<p>References the organisations cleaning standards</p> <p>Identifies appropriate products</p> <p>Implementation considers:</p> <ul style="list-style-type: none"> <li>• Safety (construction, public access etc)</li> <li>• Size (location and product considerations)</li> <li>• Utensils etc should be appropriate</li> <li>• Manufacturers instructions/specifications</li> </ul> <p>Awareness of surrounding environment</p> <p>Interprets manufacturers' instructions, warning labels and instructions for the use of chemicals and hazardous substances</p> <p>Uses cleaning products and equipment</p> <p>Follows simple dilution ratios for cleaning products</p> <p>Records use of office supplies and resources (if appropriate)</p> <p>Ensures waste disposal is consistent</p> <p>Completes cleaning tasks safely and efficiently with minimum inconvenience to customers and team members</p>	<p>Organisational policies and procedures</p> <p>WHS legislation and guidelines</p>			
<p>SIRXCOM001</p> <p>Communicate in the workplace to support team and customer outcomes</p>	<p>7</p>	<p>Respects difference in cultures/customs</p> <p>Shows sensitivity to people from:</p> <ul style="list-style-type: none"> <li>• culturally and linguistically diverse backgrounds</li> <li>• different ages, race, religion, gender etc</li> <li>• different cultural practices and customs</li> </ul>	<p>Organisational policies and procedures</p> <p>Open communication</p> <p>Active listening</p> <p>Cross-cultural awareness</p>			



Unit and element covered in task	Task No.	Observable behaviours in task	Industry requirements	Assessor's comments	Indicate if behaviour observed	Date assessed
		Practices cultural inclusion Targets language to audience Avoids bias and stereotyping Adopts a sensitive approach Uses simple directions and instructions Speaks slowly for those whose are from NESB Resolves misunderstandings Positive gestures and body language	Respect for persons			
SIRXIND001 Work effectively in a service environment  SIRXCOM002 Work effectively in a team  SIRXMGT001 Supervise and support frontline team members.	8	Understands position in the team Understands common goal and objectives of team Understands roles and responsibilities of each person Takes responsibility for own task Clarifies instructions to be followed Seeks and offers assistance to team members Coordinates with others: eg where tasks are interdependent Works to agreed goals Meets deadlines Minimises conflict by: <ul style="list-style-type: none"> <li>• communicating effectively with others</li> <li>• anticipating problems</li> <li>• helping others</li> <li>• providing information when necessary or requested</li> <li>• sharing resources and equipment</li> </ul>	Organisational policies and procedures  Open communication  Active listening  Cross-cultural awareness  WHS legislation and guidelines  Legislation			

Unit and element covered in task	Task No.	Observable behaviours in task	Industry requirements	Assessor's comments	Indicate if behaviour observed	Date assessed
		offers solutions				
SIRXIND003 Organise personal work requirements	9	Deals with interruptions or delays by others Manages conflicting priorities Solves competition for scarce resources Manages changes in the scope of work by the client Manages changes in materials cost outside budget Provides solution/alternative to technology /equipment breakdown Plans to achieve other work outcomes during delays Prioritises and plans to complete non-priority work later Asks for help	Organisational policies and procedures WHS legislation and guidelines			



# SECTION E

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## Resources for Practical Tasks

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You use this section to access any resources required by the candidate to undertake the practical task/s or scenario/s. They are suggested resources only. You may wish to modify or use other resources for the assessment tasks.

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In undertaking RPL Assessment utilising this tool, assessors and participants may wish to visit the following site for possible resources:

- Resource Generator - [www.resourcegenerator.gov.au](http://www.resourcegenerator.gov.au)

# SECTION F

## Third Party Verification

The preferred approach in gaining third party validation is to take the forms in this section to the candidate's previous employers or referees to gain confirmation of the candidate's skills against the required competencies. This would be done during a conversation or interview with these people.

It may be beneficial to make contact with the employers/referees early in the recognition process to make appointments, particularly if you have to travel some distance to visit them. This may be done on the same day as a practical assessment in the workplace if appropriate.

It is recommended that verification be obtained from one or two referees who can confirm the candidate's industry skills in context over time.

## REFEREE TESTIMONIAL

(Date)

To whom it may concern,

RE: \_\_\_\_\_ skills in/as \_\_\_\_\_  
(insert candidate name) (insert industry/job title)

I certify that the above named person has:

worked at \_\_\_\_\_ for a period of \_\_\_ years

regularly undertaken the following activities within the workplace since commencing employment with this organisation:

➔ *Initial those skills/ competencies (below) that the candidate has or can successfully perform in the workplace*

- Participates effectively in the management of stock
- Shows an awareness of and where required, store security measures according to organisational and legislative guidelines
- Actively and effectively develops methods to attract customers based on the prevailing retail market
- Effectively built and maintained relationships with customers, clients and colleagues
- Created, maintained and monitored the accuracy and effectiveness of in-store merchandising displays
- Effectively contributed to the administrative requirements of a retail business
- Displayed proficiency in the use and maintenance of retail IT systems (eg POS, Eftpos, Customer Databases)
- Accurately prepared financial documents such as transaction and bank reconciliations, debtor and creditor statements
- Effectively contributed to the awareness and implementation of store safety and security procedures according to organisational and legislative requirements
- Contributed to the continuous improvement of store operations through the generation of innovative ideas
- Conducted customer interviews and applications according to organisational and legislative requirements (eg Passport Applications and associate interviews)
- Utilised knowledge of specialised products to effectively identify and satisfy customer needs

If you would like any further information or would like to discuss any of the above, I can be contacted on \_\_\_\_\_

Yours sincerely

**Signature**  
**Print Name and Position**

# SECTION G

## Assessment Tables

You use these tables as a reference tool to see at a glance which units/elements of competency are within the qualification.

Question numbers refer to those found in **SECTION C** of this kit.

Practical assessment/scenarios numbers refer to those found in **SECTION D** of this kit.

It is important to note that this section is used for validation purposes only. Any mapping should be done after questions and tasks have been selected.



Elements	Performance Criteria	Questions	Practical Tasks
<b>SIRXCEG001 Engage the customer</b>			
1. Engage customers.	1.1.Greet customers in a polite and friendly manner within designated response times and make them a priority over other workplace duties. 1.2.Clearly communicate with customers using appropriate verbal and non-verbal communication. 1.3.Adapt communication style to appropriately communicate with customers from diverse backgrounds.	1,3 1,3 1,3 1,3	1 1 1 1
2. Assist customers.	2.1.Identify and act on opportunities to assist customers and be available to assist customers when needed. 2.2.Question and actively listen to customers to determine their needs. 2.3.Resolve routine customer problems according to individual responsibility level and organisational policies and procedures. 2.4.Address general customer enquiries and provide accurate information in a clear and courteous manner.	1,3 1,3 1,2,3 1,3	1 1 1 1
3. Contribute to a service culture.	3.1.Act in line with organisational service standards to ensure quality customer service. 3.2.Show interest in customer's needs and maintain a welcoming customer environment free of complacency. 3.3.Seek assistance from relevant personnel when customer's needs are beyond scope of own responsibility. 3.4.Identify and take opportunities to improve customer service standards. 3.5.Refer customer service issues and feedback to relevant personnel for action.	1,2,3 1,3 2 1,3 1,3	1 1 1 1 1
<b>SIRXWHS002 Contribute to workplace health and safety</b>			
1. Act safely in the workplace.	1.1.Follow workplace procedures for safe work practice. 1.2.Follow safety instructions from supervisors, managers and workplace safety signage, and observe other risk control measures. 1.3.Use personal protective equipment and safe manual handling techniques to protect self as required. 1.4.Work safely around dangerous goods and substances. 1.5.Identify and remove safety hazards, and report all workplace hazards as they arise. 1.6.Promptly report unsafe work practices, incidents and accidents.	24,25,26 24,25,26 24,25,26 24,25,26 24,25,26 24,25,26	2 2 2 2 2 2
2. Follow emergency procedures.	2.1.Recognise emergency and potential emergency situations, and follow procedures. 2.2.Follow procedures for reporting of emergency incidents.	24,25,26 24,25,26	2 2
3. Participate in workplace health and safety practices.	3.1.Participate in workplace health and safety consultation processes according to organisation procedures. 3.2.Report work health and safety issues and concerns as they arise. 3.3.Contribute suggestions to improve workplace health and safety.	24,25,26 24,25,26 24,25,26	2 2 2
<b>SIRXRSK001 Identify and respond to security risks</b>			

Elements	Performance Criteria	Questions	Practical Tasks
1. Identify potential security risks.	1.1. Identify potential risks to merchandise, cash and non-cash, and take swift action to prevent escalation of security risk in line with organisational procedures.	4	2
	1.2. Identify potential risks to safety of customers, self or team members, and take swift action to prevent escalation of security risk in line with organisational procedures.	4	2
	1.3. Remain vigilant and alert to potential security risks, and follow organisational policies and procedures to minimise security risks.	4	2
	1.4. Maintain security of merchandise, cash and non-cash according to organisational procedures.	4	2
2. Respond to security breaches.	2.1. Identify security breaches and respond in line with organisational policies and procedures.	4	2
	2.2. Recognise security breaches outside of scope responsibility and promptly refer to relevant personnel.	4	2
	2.3. Prioritise personal safety when responding to security breaches.	4	2
3. Report on security issues.	3.1. Report suspicious behaviour to relevant personnel.	4	2
	3.2. Report faulty security equipment to relevant personnel.	4	2
	3.3. Report on security breaches and ongoing security risks in line with organisational policies and procedures.	4	2
<b>SIRXSL001 Sell to the retail customer</b>			
1. Establish customer needs.	1.1. Connect with the customer within designated response times and establish rapport.	5	3
	1.2. Use questioning and active listening to facilitate effective two-way communication.	5	3
	1.3. Observe and determine appropriate level of interaction based on customer verbal and non-verbal cues.	5	3
	1.4. Determine and clarify customer preferences, needs and expectations.	5	3
2. Provide advice on products and services.	2.1. Use product and service knowledge to tailor options to specific customer needs, and offer alternatives when product is unavailable.	6,7	3
	2.2. Clearly explain and promote product and service features and benefits where relevant.	6,7	3
	2.3. Advise on promotional events where relevant.	6,7	3
	2.4. Provide additional information to address customer questions and objections.	6,7	3
	2.5. Offer comparisons to competitor product or service range as required.	6,7	3
	2.6. Collaborate with the customer to determine product or service option most suited to their needs.	6,7	3
	2.7. Take opportunities to upsell and cross sell products and services that enhance customer request and maximise profitability of sale.	6,7	3
3. Facilitate the sale of products and services.	3.1. Select and use appropriate techniques to close sale.	6,7	3
	3.2. Direct the customer to designated point-of-sale and process sale, as required, according to organisational procedures.	6,7	3
	3.3. Farewell customer on leaving, and invite to return.	6,7	3
	3.4. Provide any required after sales service according to organisational procedures.	6,7	3
<b>SIRXIND002 Organise and maintain the store environment</b>			

Elements	Performance Criteria	Questions	Practical Tasks
1. Clean the store environment.	1.1.Clean work areas according to work health and safety requirements and organisational procedures. 1.2.Use and store cleaning products and equipment according to manufacturer instructions. 1.3.Complete cleaning tasks safely and efficiently with minimum inconvenience to customers and team members.	8,10 9 10	6 6 6
2. Maintain the store environment.	2.1.Store products and equipment in designated storage areas to minimise hazards and maintain the store appearance. 2.2.Sort, recycle, and dispose of waste according to organisational procedures. 2.3.Ensure customer services and point of sale areas are adequately stocked to minimise disruption when serving customers. 2.4.Identify and remove potential workplace hazards within scope of responsibility, and report any unresolved hazards to relevant personal.	8 8 8, 10 8	6 6 6 6
<b>SIRXCEG002 Assist with customer difficulties</b>			
1. deal with customer complaints	1.1.Recognise customer dissatisfaction and take action to avoid escalation. 1.2.Follow organisational policies and procedures to respond to customer complaints according to own level of responsibility and seek solutions in consultation with the customer. 1.3.Refer complex and escalated customer complaints to relevant personnel. 1.4.Maintain a positive and cooperative manner during all customer interactions. 1.5.Report on customer complaints following organisational procedures.	11 11 11	5 5 5
2. Process refunds and exchanges	2.1.Identify reasons for refunds and exchanges, and offer a replacement or alternative product to maximise sales opportunities. 2.2.Process refunds and exchanges and record details according to organisational policies and procedures	12 12	5 5
3. Deal with difficult customers	3.1.Identify difficult or abusive customers and take swift and tactful action to prevent escalation of problem. 3.2.Identify situations where personal safety of self, customers or team members may be threatened, and seek appropriate assistance.	11 11	5 5
4. Provide feedback to customer on service	4.1.Identify consistent and potential customer difficulties and report to relevant personnel for action to prevent future customer dissatisfaction. 4.2.Offer suggestions and solutions to relevant personnel for improved customer experiences	11 13	5 5
<b>SIRXIND003 Organise personal work requirements</b>			
1. Identify personal work requirements.	1.1.Identify allocated tasks for completion and seek advice to clarify workplace instructions as required. 1.2.Plan and organise daily work activities within scope of responsibility. 1.3.Access and follow organisational procedures relating to tasks. 1.4.Break down tasks into manageable components for completion.	22,23 22,23 22,23 22,23	9 9 9 9
2. Complete personal work requirements.	2.1.Prioritise tasks according to organisational procedures. 2.2.Complete tasks within specified timelines and to required quality standard.	22,23 22,23	9 9
3. Respond to changes in personal work requirements.	3.1.Identify changes to personal work requirements and reprioritise tasks. 3.2.Seek assistance from relevant personnel to confirm change in priorities. 3.3.Communicate changes impacting current task completion to relevant personal.	22,23 22,23 22,23	9 9 9
<b>SIRXIND001 Work effectively in a service environment</b>			

Elements	Performance Criteria	Questions	Practical Tasks
1. Source and use information on employment rights and responsibilities.	1.1. Access current sources of information on employee and employer rights and responsibilities.	20	8
	1.2. Obtain and interpret key information on laws for anti-discrimination, harassment and equal employment opportunity.	20	8
	1.3. Source and interpret information on national employment standards and specific employment arrangements for current role.	20	8
	1.4. Comply with all employment requirements.	20	8
2. Work within organisational requirements.	2.1. Interpret and comply with key employment policies and procedures.	20	8
	2.2. Seek advice from supervisors and managers to clarify organisational requirements as required.	20	8
	2.3. Interpret staff rosters and provide notice of availability according to organisational policies and procedures.	20	8
	2.4. Apply dress or uniform standards and maintain personal grooming standards according to organisational policies and procedures.	20	8
	2.5. Use designated lines of communication and reporting.	20	8
3. Use effective work habits.	3.1. Act promptly on instructions and information, and follow procedures relevant to workplace activities.	21	8
	3.2. Display appropriate behaviours in line with the organisations code of conduct.	21	8
	3.3. Use initiative to contribute to an effective and efficient workplace environment.	21	8
<b>SIRXCOM001 Communicate in the workplace to support team and customer outcomes</b>			
1. Use effective communication techniques.	1.1. Greet others in a polite and friendly manner.	16	7
	1.2. Use questioning and active listening to determine the other person's needs.	16	7
	1.3. Use tact and discretion when interacting with others.	16	7
	1.4. Provide clear and concise information according to the person's needs and take follow up action as required.	16	7
	1.5. Use features of communications technology according to organisational procedures.	16	7
2. Respond to diversity in communication.	2.1. Treat people from diverse backgrounds equally and with respect and sensitivity.	17,18	7
	2.2. Consider cultural differences in verbal and non-verbal communication.	17,18	7
	2.3. Use gestures or simple words to communicate where language barriers exist.	17,18	7
	2.4. Obtain assistance from colleagues or supervisors when required to facilitate communication.	17,18	7
3. Confirm and respond to workplace requirements.	3.1. Identify lines of workplace communication and seek information about work requirements.	16,17,18	7
	3.2. Listen to, clarify and agree nature of work instructions and timelines.	15,17,18	7
	3.3. Seek assistance from others to complete work as required.	16,17,18	7
	3.4. Identify signs of potential workplace conflict and take appropriate action to resolve the situation using open and respectful communication.	16,17,18	7
	3.5. Encourage, acknowledge and act upon constructive feedback provided by other team members.	16,17,18	7
<b>SIRXPDK001 Advise on products and services</b>			

Elements	Performance Criteria	Questions	Practical Tasks
1. Develop product and service knowledge.	1.1. Identify and access sources of information on products and services. 1.2. Interpret information about availability, features and benefits of products and services. 1.3. Compare products and services based on product information. 1.4. Identify and use opportunities to update knowledge for the product and service range.	14 14 14 14	4 4 4 4
2. Respond to customer requests.	2.1. Answer customer questions about products and services with current and accurate information. 2.2. Use questions to clarify customer information needs. 2.3. Explain product and service details using clear communication. 2.4. Source additional information when answer to customer request is unknown or refer to relevant colleagues.	14,15 14,15 14,15 14,15	4 4 4 4
3. Enhance information provided.	3.1. Identify situations where additional information may assist the customer. 3.2. Advise on alternative products or services that may meet customer needs when requested item is not available. 3.3. Recommend complementary products, specials, new lines and promotions to customers according to their needs.	15 14,15 14,15	4 4 4
<b>SIRXMGT001 Supervise and support frontline team members</b>			
1. Communicate with the team.	1.1. Communicate organisational vision and individual responsibilities clearly to team members. 1.2. Inform team members of expected standards of work and behaviours. 1.3. Provide team members with relevant information regarding sales targets and team goals.	17,18,19 17,18,19 17,18,19	8 8 8
2. Monitor team performance.	2.1. Follow up allocated tasks and check that standards of performance are met. 2.2. Provide feedback to team members on their performance when required standards are not met. 2.3. Recognise team member's efforts when high, or improved, standards of performance are displayed. 2.4. Determine factors contributing to poor performance and implement solutions for improved performance. 2.5. Recognise training needs of team members and notify relevant personnel as required.	18,19 18,19 18,19 18,19 18,19	8 8 8 8 8
3. Promote team morale.	3.1. Determine team motivators and seek opportunities to improve motivation. 3.2. Create a supportive team environment where all members feel valued. 3.3. Encourage team members to share their views and feedback regarding the workplace and value their input. 3.4. Treat all team members equally and with respect.	18,19 18,19 18,19 18,19	8 8 8 8
<b>SIRXCEG003 Build customer relationships and loyalty</b>			

Elements	Performance Criteria	Questions	Practical Tasks
1. Develop relationships with customers	1.1. Provide personalised service to customers in a professional manner that promotes repeat business.	5, 6, 7	3
	1.2. Identify repeat business and acknowledge customer return.	5, 7	3
	1.3. Provide tailored recommendations for products and services based on known individual customer needs	6	3
2. Generate customer loyalty	2.1. Convert customers to brand advocates through exemplary customer service.	5, 6	3
	2.2. Inform customers of benefits associated with promotions and loyalty programs as required.	6, 7	3
	2.3. Identify trends in customer demands for products and services and communicate with relevant personnel to ensure availability	5, 7	3
3. Deal with escalated customer complaints	3.1. Clarify information regarding escalated customer complaints referred from team members.	5, 7	3
	3.2. Take action to pacify customer maintaining a calm and professional manner.	5, 7	3
	3.3. Identify source of customer dissatisfaction and seek appropriate solutions in consultation with the customer.	5	3
	3.4. Ensure the customer is satisfied with solutions and offer compensation in line with level of responsibility	5, 7	3
<b>SIRXCOM002 Work effectively in a team</b>			
1. Communicate with team members	1.1. Communicate effectively with team members giving consideration to cultural and other differences.	17, 18, 19	8
	1.2. Check understanding of work requirements and seek clarification to prevent misunderstandings as required.	17, 18, 19	8
	1.3. Display respect to team members and adherence to workplace expectations when interacting with others.	17, 18, 19	8
	1.4. Maintain open communication with team members to ensure transfer of information.	17, 18, 19	8
	1.5. Share information and ideas with team members to enhance work outcomes.	17, 18, 19	8
2. Actively participate in retail teams	2.1. Identify individual tasks for completion and responsibilities for contributing to the achievement of team goals.	17, 18, 19	8
	2.2. Carry out tasks and responsibilities to achieve workplace goals and organisational expectations.	17, 18, 19	8
	2.3. Work cooperatively with team members to maximise efficiency and quality of daily work outcomes.	17, 18, 19	8
	2.4. Seek, acknowledge and act upon constructive feedback from others.	17, 18, 19	8
	2.5. Participate in team problem-solving to improve team outcomes.	17, 18, 19	8
	2.6. Interact with team members to foster a positive team and work environment reflective of the organisational culture.	17, 18, 19	8