



Australian Government

Department of Education, Employment and Workplace Relations

SIRXCCS005A Manage business customers

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to manage contracts, reinforce trading terms and negotiate deals with business customers.

Application of the Unit

Application of the unit This unit reinforces ways to negotiate and finalise legally binding contractual agreements with a range of business customers, according to company policy and legislative requirements, to meet business targets and strategic outcomes. Senior sales personnel perform this function.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Negotiate deals.	<p>1.1 Establish special deals according to <i>business policy and procedures</i>.</p> <p>1.2 Negotiate and complete deals according to business policy and procedures.</p> <p>1.3 Determine supporting <i>promotional and merchandising activities</i>.</p> <p>1.4 Negotiate optimal <i>sales and distribution arrangements</i> with customer prior to completion of deals.</p> <p>1.5 Approve special deals falling outside company policy and procedures according to business guidelines.</p> <p>1.6 Confirm <i>supply arrangements</i> for goods of services under special deals prior to completion of deals.</p> <p>1.7 Ensure deals conform to business performance and marketing objectives.</p> <p>1.8 Ensure deals are legally valid and binding.</p>

ELEMENT	PERFORMANCE CRITERIA
2 Verify trading terms.	<ul style="list-style-type: none">2.1 Set trading terms for product and services.2.2 Set trading terms for customers and accounts.2.3 Establish procedures and policies to approve new or amended trading terms.2.4 Communicate trading terms to internal and external personnel according to legislative and business procedures.2.5 Confirm procedures and policies for processing breaches to trading terms and communicate to <i>relevant staff</i>.2.6 Establish processes for reviewing trading terms.2.7 Establish policy and procedures for managing trading terms to achieve business and customer service objectives.
3 Manage business contracts.	<ul style="list-style-type: none">3.1 <i>Negotiate</i> and confirm contractual obligations and terms with <i>business customers</i>.3.2 Apply terms and conditions of <i>contractual arrangements</i> with business account customers.3.3 Complete requirements for amendment or variation to existing contract with a business according to business procedures and legal requirements.3.4 Monitor performance of contract against agreed business objectives and standards.3.5 Investigate and resolve contract variations according to contractual and business outcomes.3.6 Resolve disputes over contracts to obtain business and customer outcomes.3.7 Regularly complete contract reviews with customers, stakeholders and contract holders.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpersonal communication skills, including:
 - consultation
 - building relationships with business customers
 - presentation
 - negotiation
 - dispute resolution
- analytical and research skills
- project and contract management skills
- determine appropriate support for promotional and merchandising activities
- create guidelines for approving and implementing special deals
- time management
- literacy and numerical skills in regard to:
 - documenting plans and decisions
 - reading and interpreting information
 - financial and budget planning
 - establishing, confirming and reviewing trading terms
 - developing and amending contracts according to business procedures and legal requirements.

The following knowledge must be assessed as part of this unit:

- use and maintenance of standard business technology
- configuration of management systems
- public and private sector purchasing and procurement guidelines and rules
- relevant commercial law and legislation, including:
 - law of contract
 - trade practice law
- business policy and procedures in relation to:
 - sale and supply of products and services
 - quality assurance and control
 - approval processes
 - negotiating contracts and trading terms
 - dealing with internal and external groups and teams

REQUIRED SKILLS AND KNOWLEDGE

- principles and techniques in negotiation
- features and advantages of a contractual relationship
- elements that make a successful business partnership or relationship
- internal and external management systems
- competitor activities
- information sources on product and supply arrangements for customers
- OHS aspects of job.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- actively negotiates and finalises legally binding contractual agreements with a range of business customers according to company policy
- identifies and understands business targets and strategic goals
- manages business contacts and trading terms to achieve agreed business targets and strategic outcomes
- demonstrates a high level of ethical and personal integrity in conduct of negotiations and management of contractual relationships.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure access to:

- a workplace sales environment
- relevant documentation, such as:
 - business policy and procedures
 - information on the internal and external operating environment
- a range of business customers with different requirements.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- customer feedback
- review of portfolio of evidence
- written or verbal questioning to assess knowledge and understanding.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the

RANGE STATEMENT

performance criteria is detailed below.

- Business policy and procedures*** in relation to:
- sale and supply of products and services
 - quality assurance and control
 - interaction with clients and customers
 - approval processes
 - negotiating contracts and trading terms.

- Promotional and merchandising activities*** may vary to accommodate variations in:
- demographics
 - economics
 - competition
 - social and cultural factors
 - political influences
 - legal factors
 - natural factors
 - technology.

- Sales and distribution arrangements*** may include:
- delivery of products
 - provision of services
 - maintenance and support agreements
 - leasing agreements and consultancies
 - research and development.

- Supply arrangements*** may relate to:
- quality
 - quantity
 - coverage and content
 - time schedules
 - cost.

- Relevant staff*** may include:
- internal or external contacts
 - employees
 - supervisors
 - relevant managers.

RANGE STATEMENT

Negotiation issues may include:

- contract variations, including ability to vary or modify targets, processes and clauses
- innovations
- modification and amendment rights
- scope.

Business customers may include:

- commercial enterprises
- public agencies or organisations
- governments
- community and not-for-profit organisations
- internal business units and divisions.

Contractual arrangements may include:

- letters of appointment or intent
- external contracts
- trade partners
- verbal and written orders
- purchase order
- petty cash
- memorandums of understanding or memorandums of agreement
- in-house service level agreements
- contracts
- common-use arrangements or standing offers
- contracts as detailed under the Trade Practices Act
- non-compliance
- consequences.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Client and Customer Service