



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIRXGLC003A Comply with legislative requirements affecting business activities**

**Revision Number: 1**

## **SIRXGLC003A Comply with legislative requirements affecting business activities**

### **Modification History**

Not applicable.

### **Unit Descriptor**

**Unit descriptor** This unit describes the performance outcomes, skills and knowledge required to operate a business in compliance with relevant legislation and other procedures affecting business activities.

### **Application of the Unit**

**Application of the unit** This unit reinforces legal compliance requirements for wholesale business, including the safe handling of product, non-discriminatory behaviour and information security, and identifies other applicable legislation in the area of business operations.

### **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 Handle products according to safe practices.	<p>1.1 <b><i>Handle, store and transport dangerous or hazardous goods</i></b> according to business policy and procedures and relevant legislative requirements.</p> <p>1.2 <b><i>Handle, store and transport food</i></b> according to <b><i>business policy and procedures</i></b> and <b><i>relevant legislative requirements</i></b>.</p> <p>1.3 Apply special sign-posting or labelling information for <b><i>identified</i></b> products.</p>
2 Model non-discriminatory behaviour.	<p>2.1 Ensure application of relevant industrial, equal employment opportunity (EEO), anti-discrimination and related legislative provisions and business codes of conduct in work practices, interaction with others and behaviour.</p> <p>2.2 Acknowledge and respect <b><i>diversity</i></b>.</p> <p>2.3 Utilise <b><i>appropriate channels</i></b> to report and action <b><i>grievances or complaints</i></b> against individual behaviour</p>

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> or practices.
3 Maintain information security.	3.1 <b>Record</b> , store and transfer information according to legislative and business requirements. 3.2 Administer access to records according to legislative and business requirements.
4 Adhere to relevant legislation and government requirements.	4.1 Determine relevant <b>legislation and government requirements</b> affecting business <b>operations</b> . 4.2 Determine Trade Practices Act requirements and provisions. 4.3 Detail Trades Practices Act requirements covering specific workplace duties. 4.4 Detail role of Australian Consumer and Competition Commission. 4.5 Ensure product labelling meets legislative requirements. 4.6 Maintain confidentiality and security of all data and information required to address legislative and business policy and requirements.

## 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:

- literacy and numerical skills in relation to:
  - recording, storing and transferring information
  - reading and understanding a range of workplace documentation
  - posting special signs as required
  - reading and interpreting safety signs, manuals and instructions
- planning and organising
- prioritising work schedule
- interpersonal communication skills to:
  - inform staff of risks associated with recalled products through clear and direct communication
  - share information
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- application of relevant legal principles
- application of relevant product handling, transport and storage practices.

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

- business policy and procedures in relation to:
  - handling, storing and transporting dangerous or hazardous goods
  - handling, storing and transporting food
  - codes of conduct
  - approval processes
  - dealing with complaints and grievances
- confidentiality and security requirements
- relevant sources of information on product and supply arrangements for customers
- equal employment opportunity (EEO), equity and diversity principles and practices
- industry bodies
- unions or employee associations
- technical or management experts or advisers
- Trade Practices and Fair Trading Acts
- relevant commercial law and legislation
- OHS aspects of job

## REQUIRED SKILLS AND KNOWLEDGE

- relevant consumer law, commercial law and legislation.

## 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:

- implements and maintains product storage, transport and handling techniques according to legislative and policy requirements on a consistent basis
- identifies, describes and demonstrates safe work behaviours
- understands and adheres to diversity, equity and equal employment opportunity (EEO) principles
- maintains security of work space, data and technology and equipment according to relevant legislative requirements
- identifies, accesses and understands a range of relevant legal requirements, codes of practice and business policy with regard completion of job duties and functions.

## EVIDENCE GUIDE

### Context of and specific resources for assessment

Assessment must ensure access to:

- relevant documentation, such as:
  - relevant legislation and statutory requirements
  - information on the internal and external operating environment
  - business policy and procedures manuals
- information on:
  - business operations
  - markets
  - competitors
  - products and services
  - suppliers.

### 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
- 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.

## EVIDENCE GUIDE

**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 performance criteria is detailed below.

***Handling, storage and transport of dangerous or hazardous goods*** may include:

- transportation
- storage
- disposal
- co-location requirements
- labelling and identification.

***Dangerous or hazardous goods*** may include:

- electrical equipment
- chemicals
- flammable goods
- explosive goods
- waste.



## RANGE STATEMENT

***Handling, storage and transport of food*** may include:

- storage, including:
  - refrigeration
  - freezers
  - cool rooms
  - dry stores
- refrigerated or frozen transport
- food segregation
- food packaging for storage
- labelling of food
- stock rotation
- optimum maintenance of storage areas, including:
  - cleanliness
  - lighting
  - required temperatures
  - free from vermin or infestation
  - free from defects
- optimum temperature management
- ventilation of storage area
- sanitation of storage area
- disposal of damaged or spoiled supplies.

***Food*** may include:

- supplies received from both internal and external suppliers and maintained within a stock control system, including:
  - dry goods
  - hazardous foods
  - dairy goods
  - meat and seafood
  - poultry
  - fruit and vegetables
  - frozen goods.

***Identification*** may be by means of:

- product labels
- industry and regulatory authorities
- internal business experts
- prevailing codes and practices.

## RANGE STATEMENT

***Business policy and procedures*** may relate to:

- transport and storage of goods
- labelling requirements
- codes of conduct
- interpersonal communication
- dealing with complaints and grievances.

***Relevant legislation and government requirements*** may include:

- food safety regulations
- OHS
- environmental protection legislation
- awards and agreements
- waste disposal
- hazardous substances and dangerous goods
- product labelling
- manual handling
- confidentiality and privacy
- Trade Practices Act
- transport, handling and storage of goods
- equal employment opportunity (EEO)
- anti-discrimination
- unfair dismissal
- workplace relations.

***Diversity*** covers differences, including:

- cultural
- racial
- intellectual
- ethnic background
- physical
- gender
- languages
- customs
- age
- sexual preferences
- religious beliefs.

## RANGE STATEMENT

*Appropriate channels* may include:

- verbal reports
- written reports
- presentations
- informal and formal meetings.

*Grievances or complaints* may be reported by:

- management
- staff
- staff representative
- customers.

*Record* may refer to:

- purchase requests and orders
- tender submissions and proposals
- invoices and payment requests
- statements and petty cash vouchers
- offer and contract documents
- evaluation process documentation
- records of authorised officers' decisions
- corporate credit card transaction statements
- records of supplier performance
- financial statements
- asset registers
- records of conversation
- human resources files.

*Relevant legislation and requirements* affecting business operations may vary in relation to:

- types of products and services provided
- size, type and location of business
- business merchandise range
- characteristics of specific products or services
- varying levels of staff training
- worksite-specific context, variations and environments.

## Unit Sector(s)

Sector

Cross-Sector

## **Competency field**

**Competency field**

Governance and Legal Compliance