Assessment Requirements for BSBPRO401
Develop product knowledge

Release: 1
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Modification History

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<th>Release</th>
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<td>Release 1</td>
<td>This version first released with BSB Business Services Training Package Version 1.0.</td>
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Performance Evidence

Evidence of the ability to:

- use valid and reliable sources to gather information about the organisation’s products and competitors’ products
- determine buyer needs and present key features and benefits of product to match needs, in accordance with organisational and legislative obligations
- compare competitors’ products with own organisation’s products and communicate differences to buyer.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- list sources of information for own organisation’s products and competitors’ products
- explain why it is important to discuss features, benefits, strengths and weaknesses when describing products
- summarise industry competitors, including products offered and potential buyer markets
- outline organisational policies and procedures, relevant to the sales process
- outline the key provisions of relevant legislation, regulations, standards and codes of practice that are relevant to the sales process.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability – product skills and advice field of work and include access to:
- information sources regarding an organisation’s and competitors’ products, service or ideas
- office equipment and resources
- relevant organisational policies and procedures
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

**Links**

Companion Volume implementation guides are found in VETNet -