Assessment Requirements for SIRWSLS001
Process product and service data

Release: 1
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Modification History
Not applicable.

Performance Evidence
Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- use business technology and systems according to organisational policies and procedures to:
  - establish and report on the sales activity and potential future needs of three different business customers
  - accurately update three different types of information in the business system or product database
  - generate three different types of reports from the business system.

Knowledge Evidence
Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures for:
  - data processing – input and retrieval
  - data security, storage and privacy
  - databased maintenance
  - sales monitoring
  - system reporting
  - evaluation of product and service performance
  - reporting mechanisms
  - supply and distribution of products or services
  - use and maintenance of customer and sales data
- work health and safety (WHS) requirements for use of office equipment
- different types of product and service data
- different types of customers, and product and services offered
- factors determining customer preferences
- purpose, range and use of sales system reports.

Assessment Conditions
Skills must be demonstrated in a wholesale environment. This can be:
• an industry workplace
• a simulated industry environment.

Assessment must ensure access to:
• a computerised business sales system and associated documentation, product information and customer records
• organisational policies and procedures for sales system administration.

Assessors must satisfy the Standards for Registered Training Organisations’ requirements for assessors.

Links
Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d