



**Australian Government**

# **Assessment Requirements for SIRXIND001 Work effectively in a service environment**

**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:

- access and interpret organisational policies and procedures for all of the following relevant to general work practices and own role:
  - rosters – accepting, declining and amending
  - personal and carer leave
  - counselling
  - discipline
  - grievances or complaints
  - equal employment opportunity – rights and obligations
  - standards for uniform, dress and personal presentation
  - rights and obligations in relation to workplace discrimination, bullying and harassment
  - terms and conditions of employment
- accurately describe own employment rights and responsibilities
- apply the required uniform, dress and personal presentation standards
- communicate effectively, clarifying workplace instruction and procedures as required.

## **Knowledge Evidence**

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

- organisational policies and procedures that relate to general work practices:
  - accepting, declining and amending roster hours
  - personal and carer's leave
  - personal work requirements
  - counselling and discipline
  - grievances
  - equal employment opportunity
  - uniform and personal presentation standards
  - discrimination and harassment
  - dress or uniform standards
  - code of conduct

- sources of information on employment rights and responsibilities:
  - employer associations
  - Fair Work Commission
  - Fair Work Ombudsman
  - state and territory government boards and commissions for anti-discrimination and equal employment opportunity
  - staff handbooks
  - trade unions
- aspects of employment related laws covering rights and responsibilities of employees and employers as relevant to job role:
  - Fair Work Act 2009: minimum workplace entitlements provided by the National Employment Standards (NES)
  - 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:
    - harassment and bullying
    - types of discrimination
    - rights and responsibilities of employees and employers
    - consequences of non-compliance
    - role of relevant national, state or territory bodies in managing complaints
- industry awards or relevant enterprise agreements for retail employees as relevant to job role
- primary functions of trade unions for retail employees
- typical terms and conditions of employment for retail businesses
- general role boundaries and responsibilities for key retail industry staff:
  - retail assistants
  - supervisors and managers
- principles for effective work practices and work environments
- principles of workplace etiquette
- commercial impact of inappropriate behaviours to a retail business:
  - loss of customers and sales
  - poor reputation.

## Assessment Conditions

Skills must be demonstrated in a services industry environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant business technology with internet capability

- relevant documentation:
  - current plain English guidelines issued by regulatory bodies covering:
    - minimum workplace entitlements provided by the National Employment Standards (NES)
    - relevant provisions of Commonwealth, state or territory anti-discrimination and equal employment opportunity (EEO) law
    - industrial awards for retail employees, issued by regulatory bodies or unions
  - organisational policies and procedures that relate to general work practices as detailed in the Knowledge Evidence.

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

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>