



**Australian Government**

# **SIRXIND001 Work effectively in a service environment**

**Release: 1**

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## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in the retail environment by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures into daily work activities.

It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

## Pre-requisite Unit

Nil

## Competency Field

Working in Industry

## Unit Sector

Cross-Sector

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

1. Source and use information on employment rights and responsibilities.

### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Access current sources of information on employee and employer rights and responsibilities.
- 1.2. Obtain and interpret key information on laws for anti-discrimination, harassment and equal employment opportunity.
- 1.3. Source and interpret information on national employment standards and specific employment arrangements for current role.

- 1.4. Comply with all employment requirements.
2. Work within organisational requirements.
- 2.1. Interpret and comply with key employment policies and procedures.
- 2.2. Seek advice from supervisors and managers to clarify organisational requirements as required.
- 2.3. Interpret staff rosters and provide notice of availability according to organisational policies and procedures.
- 2.4. Apply dress or uniform standards and maintain personal grooming standards according to organisational policies and procedures.
- 2.5. Use designated lines of communication and reporting.
3. Use effective work habits.
- 3.1. Act promptly on instructions and information, and follow procedures relevant to workplace activities.
- 3.2. Display appropriate behaviours in line with the organisations code of conduct.
- 3.3. Use initiative to contribute to an effective and efficient workplace environment.

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> <li>interpret:               <ul style="list-style-type: none"> <li>plain English documents that outline organisational policies and procedures relevant to employment and work practices</li> <li>unfamiliar plain English documents that describe workplace laws, rights and responsibilities.</li> </ul> </li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>ask open and closed probe questions, and actively listen to clarify workplace instruction and procedures.</li> </ul>
Technology skills to:	<ul style="list-style-type: none"> <li>use a computer or devices equipped with internet access to search for information.</li> </ul>

## Unit Mapping Information

No equivalent unit.

## **Links**

Companion Volume implementation guides are found in VETNet -

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