



Australian Government

SIRXPDK003 Advise on health and nutritional products and services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers about health and nutritional products and services.

This unit applies to individuals working in frontline customer service and sales roles in a diverse range of industry and business contexts that sell food products. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures. These individuals only provide product and service information and are not equipped to provide health care or nutritional advice.

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

Pre-requisite Unit

Nil

Competency Field

Product Knowledge

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Develop product knowledge.

PERFORMANCE CRITERIA

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

- 1.1. Identify and access sources of information on organisational health, and nutritional products and services range.
- 1.2. Interpret information about availability and features of health and nutritional products and services.
- 1.3. Identify and use opportunities to update knowledge for the food product and service range.

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| 2. Recommend health and nutritional products. | 2.1. Use product knowledge to provide information to customers on available products and services. |
| | 2.2. Communicate product information and sources additional information as required. |
| | 2.3. Promote specials and new lines to customers according to organisational policies and procedures. |
| | 2.4. Recommend complementary products to clients to increase sales. |
| 3. Advise on health and nutritional services. | 3.1. Advise customers on health and nutritional services according to organisational policies and procedures. |
| | 3.2. Advise customers on store range of products, services and complementary therapy consultant services where applicable. |
| | 3.3. Question customers to determine their needs and suggest solutions available from service range. |

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

Oral communication skills to:

- ask questions to identify and confirm requirement.

Numeracy skills to:

- interpret pricing information.

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>