



**Australian Government**

# **Assessment Requirements for SIRXSL003 Achieve sales results**

**Release: 1**

# Assessment Requirements for SIRXSL003 Achieve sales results

## 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:

- monitor sales performance against sales targets over a designated organisational sales period by:
  - reviewing sales targets and determining strategies for achievement
  - communicating sales targets to team members
  - responding to the following situations:
    - sales targets consistently not achieved
    - sales targets achieved
    - internal factors impacting on sales
    - external factors impacting on sales.

## Knowledge Evidence

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

- organisational policies and procedures for:
  - customer service
  - sales process
- internal factors impacting on sales:
  - lack of resources
  - stock issues
  - team lacking sales skills
- external factors impacting on sales:
  - competitor activity
  - operating environmental impacts
- strategies for:
  - interpreting sales targets
  - achieving sales targets
  - corrective action for response to poor performance
- sales processes and how they are used to achieve sales targets
- required action to improve sales when the following problems occur:
  - operational issues

- lack of resources
- stock issues
- competitor activity.

## 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 documentation:
  - organisational policies and procedures for sales process and customer service standards
  - sales targets
  - records of previous sales
- team members; these can be:
  - individuals in an industry workplace, or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

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>