Assessment Requirements for SIRXTAD002 Develop the retail frontline

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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:

- compare current skill level, against organisational performance standards, to identify and confirm the training requirements of:
  - one team member
  - one team
- for the above training requirements create a development plan that covers:
  - training objectives
  - an action plan
  - modes of training and training delivery
- review development of team members to evaluate effectiveness of the above training
- communicate developments with team members.

Knowledge Evidence

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

- sources of information on industry and organisational skills requirements:
  - position descriptions
  - organisational procedures relevant to job role
  - industry standards and codes of practice relevant to job role
- techniques for:
  - analysing performance and training needs
  - seeking and obtaining feedback on training needs
  - completing a competency gap analysis
  - creating a development plan
- key components of a development plan:
  - training objectives
  - an action plan
- modes of training:
  - direct feedback
  - on-the-training

- coaching
- formal training
- group sessions
- individual sessions
- development opportunities:
  - formal learning events
  - incidental learning
  - coaching
  - mentoring
  - networking
  - job rotation
  - action learning projects.

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 for:
  - industry and organisational skills requirements:
    - position descriptions
    - organisational procedures relevant to job role
    - industry standards and codes of practice relevant to job role
- team members in need of development; 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