



Australian Government

SIRXTAD002 Develop the retail frontline

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to assess and develop the skills level of frontline team members.

It applies to individuals working in frontline management roles in a diverse range of industry sectors and business contexts. They operate independently with some responsibility for others and decision making, 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

Training and Development

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Evaluate skills of team members.
2. Provide development opportunities.

PERFORMANCE CRITERIA

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

- 1.1. Identify desired skill level based on organisational and industry standards.
- 1.2. Obtain feedback from others regarding current skill level of team and individual team members.
- 1.3. Observe team member capacity to complete required tasks.
- 1.4. Define gap between desired and current skill level of team and individuals.
- 2.1. Determine appropriate modes of training and training opportunities for addressing skill gaps.
- 2.2. Create development plan to address identified skills gaps in

- consultation with relevant team members.
- 2.3.Facilitate development opportunities for team and individual team members.
3. Review learning effectiveness.
- 3.1.Obtain feedback from team members on learning outcomes and effectiveness of training.
- 3.2.Observe developed skills in order to measure improved productivity.
- 3.3.Facilitate sharing of individual acquired skills with the team.

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"> • interpret information from organisational and industry skills standards to inform development planning.
Learning skills to:	<ul style="list-style-type: none"> • investigate strategies to develop team members' skill levels.
Teamwork skills to:	<ul style="list-style-type: none"> • identify, evaluate, select and offer development opportunities suitable to a variety of personal learning styles.

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>