



Australian Government

Department of Education, Employment and Workplace Relations

SIRXICT003A Operate retail information technology systems

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to use and apply store information technology systems in a retail environment. It involves demonstrating knowledge of the hardware and software in use, editing and updating information and solving problems in relation to hardware and software.

Application of the Unit

Application of the unit

This unit requires the team member to demonstrate the capacity to operate information technology systems, resolve system faults, perform point-of-sale financial transactions, and safely and securely store electronic information according to store policy and procedures and relevant legislation. Those with managerial or supervisory responsibility undertake this unit.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Use store information technology system.	<p>1.1 Demonstrate knowledge of store <i>information technology system</i> and convey to other <i>staff members</i> as required.</p> <p>1.2 Identify and operate <i>hardware</i> according to manufacturer instructions and <i>store policy and procedures</i>.</p> <p>1.3 Identify and use <i>software</i> according to manufacturer instructions and store procedures.</p> <p>1.4 Describe the <i>application and uses</i> of information technology systems available.</p> <p>1.5 Transmit data according to electronic data interchange procedures as required.</p> <p>1.6 Use keyboard skills to accurately enter <i>information</i> as required by store policy.</p> <p>1.7 Regularly perform <i>back-up procedures</i> according to store policy.</p>

ELEMENT**PERFORMANCE CRITERIA**

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|---|------------------------------|--|
| 2 | Edit and update information. | 2.1 Identify information to be edited and updated according to store procedures. |
| | | 2.2 Edit and update information on system according to store policy and procedures. |
| | | 2.3 Identify and enter price changes into store system as required. |
| | | 2.4 Ensure shelf data price and computer records match. |
| | | |
| 3 | Solve problems. | 3.1 Identify equipment, hardware and software <i>faults</i> and rectify where possible or seek expert assistance without delay. |
| | | 3.2 Monitor and implement maintenance program for hardware and software systems according to manufacturer specifications and store procedures. |
| | | 3.3 Handle routine problems using appropriate <i>problem-solving techniques</i> and refer to <i>relevant personnel</i> as required. |
| | | 3.4 Evaluate and resolve problems arising at point of sale according to store procedures and <i>relevant legislation</i> . |
| | | 3.5 Provide assistance positively and actively to staff as problems arise. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- using store technology information systems
- application and use of hardware and software
- interpersonal communication skills to:
 - convey knowledge of store technology system to other staff members
 - refer problems to appropriate personnel
 - provide assistance to staff through clear and direct communication
 - ask questions to identify and confirm requirements
 - share information
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- literacy and numeracy skills in regard to processing, recording and documenting information.

The following knowledge must be assessed as part of this unit:

- store policy and procedures in regard to use and operation of store information technology systems, including:
 - use and maintenance of hardware and software systems
 - solutions to problems and breakdowns
 - operation of equipment
- relevant legislation and statutory requirements, including:
 - consumer law
 - credit procedures
 - OHS
- relevant industry codes of practice
- store products and services range, including pricing structure
- manufacturer specifications in regard to operation of hardware and software
- software licensing specifications
- problem-solving techniques

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- applies store policy and procedures in regard to information technology systems, including:
 - resolution of system faults
 - use and application of store credit and EFTPOS
 - reviewing and entering information on store system
- follows requirements of relevant legislation and statutory requirements, including consumer law and credit procedures.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated work environment
- hardware and software instruction manuals
- information technology system
- relevant documentation, such as:
 - store or sample policy and procedures on management of information technology systems
 - legislation and statutory requirements
 - OHS requirements
 - industry codes of practice.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- a role play
- third-party reports from a supervisor
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Information technology system used may be:

- centrally based
- store-based
- networked.

RANGE STATEMENT

Staff members may be:

- full-time, part-time or casual
- under contract
- people with varying degrees of language and literacy
- people from a range of cultural, social and ethnic backgrounds
- people with a range of responsibilities and job descriptions.

Hardware may include:

- personal computers or terminals (stand-alone or networked)
- scanning equipment
- bar coding
- point-of-sale terminals
- hand-held pricing equipment.

Store policy and procedures in regard to:

- information technology systems
- processing sales orders.

Software may include:

- word processing
- databases
- spreadsheets
- financial
- electronic data interchange (EDI).

RANGE STATEMENT

Application and uses may include:

- point-of-sale operations, including:
 - EFTPOS
 - credit cards
 - smart cards
 - loyalty cards
 - fly buys
 - online sales
- credit checks for granting of credit or loans
- arrangement of credit for customer via a third party
- customer records
- financial management
- pricing, price changes
- inventory control
- electronic cataloguing
- stock transfers and delivery
- individual, department or item sales performance analysis
- staff payroll (from staff log-in and log-out)
- staff rosters
- use of multimedia
- use of internet facilities.

Information may include:

- price changes (manually or electronically)
- staffing information
- customer details or records, including names, addresses, and consumer information or profiles
- stock records
- stock transfers
- orders.

Back-up procedures may include:

- zip disc
- CD
- DVD
- digital tape
- external hard drive
- off-site data storage.

RANGE STATEMENT

Faults may include:

- hardware faults or breakdowns
- software
- staff abilities and training
- point-of-sale (e.g. EFTPOS, credit facilities and cheque clearances)
- pricing variations.

Problem-solving techniques may include:

- routine procedures
- manufacturer recommendations
- lateral thinking
- referral to:
 - operator or manager
 - specialist or expert.

Relevant personnel may include:

- relevant managers
- supervisor
- team leader
- technical specialist.

Relevant legislation may include:

- consumer law
- credit procedures
- OHS.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Computer Operations and ICT Management