



Australian Government

SIRXIND001A Work effectively in a retail environment

Release: 1

SIRXIND001A Work effectively in a retail environment

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to work effectively in a retail environment. It involves acting responsibly and in a non-discriminatory manner, developing retail industry knowledge, including industrial award or agreement relevant to the job role, maintaining personal hygiene and presentation, and prioritising tasks.

Application of the Unit

Application of the unit

This unit may apply to all service personnel. It requires the team member to demonstrate an understanding of workplace policies and legislation regarding work availability and rosters, work duties, and relevant awards or agreements. Demonstrated understanding of workplace culture, inclusive behaviour, effective management of personal presentation, hygiene, and time; and the ability to efficiently prioritise and complete tasks under instruction are also required.

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 Act responsibly.	<p>1.1 Provide notification of shift availability, or non-attendance for shift, according to set time frames and according to <i>store policy and procedures</i>.</p> <p>1.2 Interpret staff rosters accurately.</p> <p>1.3 Recognise and describe <i>organisational culture</i>.</p>

ELEMENT	PERFORMANCE CRITERIA
2 Act in a non-discriminatory manner.	2.1 Display <i>non-discriminatory attitudes</i> when interacting with <i>customers, staff or management</i> . 2.2 Use non-discriminatory language.
3 Develop retail industry knowledge.	3.1 Identify and access <i>sources of information</i> on the retail industry. 3.2 Obtain <i>information</i> to assist with effective work performance and career planning within the retail industry. 3.3 Identify and interpret relevant awards and agreements. 3.4 Identify and analyse role of employee and employer associations in industrial relations system.
4 Maintain personal presentation.	4.1 Maintain personal dress and presentation in a neat and tidy manner. 4.2 Maintain personal hygiene according to store policy and <i>legislation</i> .
5 Follow routine instructions.	5.1 Receive and act upon instructions. 5.2 Use effective questioning to elicit information. 5.3 Assess, comprehend and act upon <i>store information</i> relevant to the particular task. 5.4 Plan and organise <i>daily work routine</i> within the scope of the job role. 5.5 Prioritise and complete <i>tasks</i> according to required timeframes.

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:

- interpersonal communication skills to:
 - follow routine instructions through clear and direct communication
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- ability to follow store policy and procedures
- maintaining personal presentation
- interpersonal communication skills, including:
 - non-discriminatory verbal and non-verbal communication
 - listening, questioning and observation
- literacy skills in reading and interpreting workplace documents.

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

- store policy and procedures in regard to:
 - workplace ethics
 - shift availability or non-attendance
 - staff rosters
 - interpersonal conflict
 - dealing with grievances
 - personal animosity
 - discriminatory behaviour
 - harassment
 - staff counselling and disciplinary procedures
 - equal opportunity issues
 - part-time, casual, full-time work, contract employment
 - hygiene and self-presentation
- store organisational structure
- structure of the retail industry
- rights and responsibilities of employers and employees in retail workplace
- responsibilities under an Australian apprenticeship contract of training (if applicable)
- major changes affecting retail workplaces
- following set routines and procedures

REQUIRED SKILLS AND KNOWLEDGE

- relevant legislation and statutory requirements, such as:
 - equal opportunity legislation
 - equal employment opportunity (EEO) legislation
 - anti-discrimination legislation
 - workplace relations
 - industry awards and agreements.

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:

- responsibly applies store policy and procedures in regard to workplace ethics, including interpretation of staff rosters, notification of the availability for work, allocated duties and job description
- recognises and describes the organisational culture of the workplace, including organisational structure, mission and goals
- applies store policy and procedures and legislative requirements in regard to internal and external client contact, especially the use of non-discriminatory language and attitudes
- knows employee's own rights and responsibilities in regard to awards and agreements
- identifies and describes the role of various parties, including employer and employee associations
- applies store policy and procedures in regard to personal dress, presentation, hygiene and code of conduct
- consistently meets store scheduling routines and uses time effectively.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated work environment
- relevant documentation, such as:
 - store or sample policy and procedures in regard to workplace ethics
 - store or sample job descriptions and organisational charts
 - store or sample documentation regarding mission and goals for the company
 - store or sample policy and procedures in regard to the rights and responsibilities of employers and employees in the workplace
 - awards and agreements
 - government legislation on equal opportunity, equal employment opportunity (EEO) and anti-discrimination
 - store or sample policies on OHS.

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
- customer feedback
- research projects or case studies
- written or verbal questioning to assess knowledge and understanding
- 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, for example this unit can be assessed with the following units:

- SIRXCOM001A Communicate in the workplace
- SIRXOHS001A Apply safe working practices
- SIRXCLM001A Organise and maintain work areas
- SIRXICT001A Operate retail technology

EVIDENCE GUIDE

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.

Store policy and procedures may relate to:

- workplace ethics
- modes of communication
- store hours of operation
- completing work out of hours
- contact with customers
- job descriptions and responsibilities
- interaction with other team members
- interaction with supervision and management
- OHS.

Organisational culture may include:

- organisational structure, including own position and role within the structure
- chain of command
- workplace policy and procedures
- organisational values
- mission statement
- workplace goals.

RANGE STATEMENT

Non-discriminatory attitudes may include:

- age
- race
- colour
- national or ethnic origin
- sex
- pregnancy or marital status
- disability
- religion
- sexual preference.

Customers may include:

- new or repeat contacts
- internal and external contacts
- customers with routine or special requests
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Staff or management may:

- come from a range of social, cultural and ethnic backgrounds
- have varying degrees of language and literacy levels.

Sources of information may include:

- media
- reference books
- libraries
- unions
- industry associations
- industry publications
- internet
- information services
- personal observation and experience
- colleagues, supervisors and managers
- industry contacts, mentors and advisers.

RANGE STATEMENT

- Information*** may include:
- industry working conditions
 - employee and employer rights and responsibilities
 - environmental issues and requirements
 - industrial relations issues and major organisation
 - career opportunities within the industry
 - the work ethic required to work in the industry
 - industry expectations of staff
 - quality assurance
 - new products and services.
- Legislation*** may include:
- federal, state or territory and local legislation
 - food safety
 - OHS.
- Store information*** may:
- be written or verbal
 - relate to store policy and procedures, including:
 - contact with customers
 - job descriptions and responsibilities
 - interaction with other team members
 - interaction with supervision and management.
- Daily work routine*** may include:
- interacting with customers
 - interacting with supervisors and other staff members
 - handling telephone enquiries
 - organising and maintaining work areas
 - maintaining merchandise and displays
 - preparing goods for delivery
 - observing scheduled breaks
 - assisting other team members
 - working within required timelines.
- Tasks*** may be:
- routine
 - rostered
 - non-routine.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Working in Industry