



Australian Government

Assessment Requirements for SIRRM011 Manage merchandise quality and compliance

Release: 1

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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:

- develop quality and compliance standards for one product range that details:
 - quality requirements
 - compliance requirements:
 - internal
 - external
 - tolerances
- develop control procedures for the above product range that details:
 - product monitoring and testing
 - corrective and preventative action
 - reporting
- evaluate performance of one product range against quality and compliance standards and make recommendations for future improvements.

Knowledge Evidence

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

- key aspects of legal and ethical requirements and considerations as they relate to product quality and compliance:
 - certification
 - packaging and labelling
 - Australian standards
 - safety
 - environmental
- impact of product quality both positive and negative:
 - health and safety
 - brand reputation
 - customer loyalty
 - commercial
- key aspects of quality and compliance standards:

- product specifications
- tolerances
- sustainability requirements
- compliance requirements
- quality and compliance control procedures:
 - product monitoring:
 - audits
 - inspection
 - product testing:
 - functionality testing
 - quality testing
 - safety testing
 - benchmark testing
 - corrective action:
 - product recalls
 - product isolation
 - preventative action
 - reporting of variances
 - audits of compliance with quality control guidelines
- techniques to manage the impact of quality and compliance issues
- cost of non-compliance:
 - penalties
 - brand damage
- role of internal and external stakeholders in product quality control and compliance
- role of feedback in identifying quality and compliance issues:
 - returns
 - complaints
- formats for quality and compliance reporting.

Assessment Conditions

Skills must be demonstrated in a retail environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- current documentation outlining aspects of legal and ethical issues that relate to product compliance and quality
- templates for quality and compliance reporting.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors, and:

- have worked in the retail industry for at least three years where they have applied the skills and knowledge within this unit of competency.

Links

Companion Volume Implementation Guides -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>