



Australian Government

Assessment Requirements for SIRWSLS001

Process product and service data

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:

- use business technology and systems according to organisational policies and procedures to:
 - establish and report on the sales activity and potential future needs of three different business customers
 - accurately update three different types of information in the business system or product database
 - generate three different types of reports from the business system.

Knowledge Evidence

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

- organisational policies and procedures for:
 - data processing – input and retrieval
 - data security, storage and privacy
 - databased maintenance
 - sales monitoring
 - system reporting
 - evaluation of product and service performance
 - reporting mechanisms
 - supply and distribution of products or services
 - use and maintenance of customer and sales data
- work health and safety (WHS) requirements for use of office equipment
- different types of product and service data
- different types of customers, and product and services offered
- factors determining customer preferences
- purpose, range and use of sales system reports.

Assessment Conditions

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

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- a computerised business sales system and associated documentation, product information and customer records
- organisational policies and procedures for sales system administration.

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>