



Australian Government

SIRWSLS001 Process product and service data

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to use business technology to maintain and process business to business sales, customer service and related product data.

This unit applies to sales and administrative staff who work under supervision and within established administration 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

Sales

Unit Sector

Wholesale

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Follow data processing procedures.	1.1.Source and report product and service data using features of business technology and systems. 1.2.Store, retrieve and relay data according to business technology and information management systems. 1.3.Process product and service data according to organisational policies and procedures for confidentiality, security and systems access.
2. Monitor customer sales.	2.1.Monitor product mix for each customer and identify potential add-on sales. 2.2.Access and interpret customer sales figures and identify success

- of current sales and supply targets.
- 2.3. Obtain and enter information affecting future forecasts into database in an accurate and timely manner.
- 2.4. Use organisational technologies to gather data from the field to expedite sales and provide real time feedback to customers.
- 3. Maintain product database.
 - 3.1. Maintain accurate and current details of products and services in product database.
 - 3.2. Collect and correctly process latest data.
 - 3.3. Follow security procedures for access to database.
 - 3.4. Build and maintain data records.
 - 3.5. Identify and resolve data discrepancies and refer complex issues to relevant personnel.
 - 3.6. Collect product or service information for reporting purposes, using appropriate technology.
 - 3.7. Generate accurate and complete reports in line with business requirements.
- 4. Determine customer needs from data.
 - 4.1. Establish volume of products purchased by individual customers and use data to anticipate future requirements and preferences.
 - 4.2. Provide timely and accurate reports to customers that can enhance decision-making on provision of products and services.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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>

Assessment Requirements for SIRWSLS001 Process product and service data

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.

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