



Australian Government

Assessment Requirements for SIRXCEG005 Maintain business to business relationships

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:

- build sustainable relationships with two business customers, and for each customer:
 - identify specific needs
 - determine options to meet needs
 - select and use communication strategies suited to the customer
 - confirm trading terms according to organisational policies and procedures.
 - develop and document activities for improved customer outcomes and relationship.

Knowledge Evidence

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

- organisational policies and procedures for:
 - building relationships with business customers
 - pricing
- factors that impact business to business relationships
- interpersonal communication techniques that facilitate:
 - building sustainable relationships with business customers
 - consultation on needs
 - negotiation
 - presentation
- sources of information on:
 - product and supply arrangements for customers
 - current and future trends
- different types of promotional activities and their features in a business to business context
- factors that impact trading terms:
 - continuous improvement
 - due diligence requirements
 - infrastructure and capital outlay requirements
 - intellectual property and technology rights

- market position
- organisational systems integration and compatibility
- planning cycles and timing
- risk sharing
- supply chain management
- agreed terms and conditions
- key aspects of legislation that impact sales work in a business-to-business context including Australian Consumer Law.

Assessment Conditions

Skills must be demonstrated in a services industry environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- sources of product information
- organisational policies and procedures for:
 - building relationships with business customers
 - pricing
- forecasts for current and future market trends
- business customers with different requirements; these can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

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>