



Australian Government

SIRXIND001 Work effectively in a service environment

Release: 1

SIRXIND001 Work effectively in a service environment

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in the retail environment by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures into daily work activities.

It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational 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

Working in Industry

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Source and use information on employment rights and responsibilities.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Access current sources of information on employee and employer rights and responsibilities.
- 1.2. Obtain and interpret key information on laws for anti-discrimination, harassment and equal employment opportunity.
- 1.3. Source and interpret information on national employment standards and specific employment arrangements for current role.

2. Work within organisational requirements.
 - 1.4. Comply with all employment requirements.
 - 2.1. Interpret and comply with key employment policies and procedures.
 - 2.2. Seek advice from supervisors and managers to clarify organisational requirements as required.
 - 2.3. Interpret staff rosters and provide notice of availability according to organisational policies and procedures.
 - 2.4. Apply dress or uniform standards and maintain personal grooming standards according to organisational policies and procedures.
 - 2.5. Use designated lines of communication and reporting.
3. Use effective work habits.
 - 3.1. Act promptly on instructions and information, and follow procedures relevant to workplace activities.
 - 3.2. Display appropriate behaviours in line with the organisations code of conduct.
 - 3.3. Use initiative to contribute to an effective and efficient workplace environment.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	- interpret: - plain English documents that outline organisational policies and procedures relevant to employment and work practices - unfamiliar plain English documents that describe workplace laws, rights and responsibilities.
Oral communication skills to:	ask open and closed probe questions, and actively listen to clarify workplace instruction and procedures.
Technology skills to:	use a computer or devices equipped with internet access to search for information.

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 SIRXIND001 Work effectively in a service environment

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:

- access and interpret organisational policies and procedures for all of the following relevant to general work practices and own role:
 - rosters – accepting, declining and amending
 - personal and carer leave
 - counselling
 - discipline
 - grievances or complaints
 - equal employment opportunity – rights and obligations
 - standards for uniform, dress and personal presentation
 - rights and obligations in relation to workplace discrimination, bullying and harassment
 - terms and conditions of employment
- accurately describe own employment rights and responsibilities
- apply the required uniform, dress and personal presentation standards
- communicate effectively, clarifying workplace instruction and procedures as required.

Knowledge Evidence

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

- organisational policies and procedures that relate to general work practices:
 - accepting, declining and amending roster hours
 - personal and carer's leave
 - personal work requirements
 - counselling and discipline
 - grievances
 - equal employment opportunity
 - uniform and personal presentation standards
 - discrimination and harassment
 - dress or uniform standards
 - code of conduct

- sources of information on employment rights and responsibilities:
 - employer associations
 - Fair Work Commission
 - Fair Work Ombudsman
 - state and territory government boards and commissions for anti-discrimination and equal employment opportunity
 - staff handbooks
 - trade unions
- aspects of employment related laws covering rights and responsibilities of employees and employers as relevant to job role:
 - Fair Work Act 2009: minimum workplace entitlements provided by the National Employment Standards (NES)
 - relevant provisions of Commonwealth and state or territory anti-discrimination and equal employment opportunity (EEO) laws, and how these relate to own work role, including:
 - harassment and bullying
 - types of discrimination
 - rights and responsibilities of employees and employers
 - consequences of non-compliance
 - role of relevant national, state or territory bodies in managing complaints
- industry awards or relevant enterprise agreements for retail employees as relevant to job role
- primary functions of trade unions for retail employees
- typical terms and conditions of employment for retail businesses
- general role boundaries and responsibilities for key retail industry staff:
 - retail assistants
 - supervisors and managers
- principles for effective work practices and work environments
- principles of workplace etiquette
- commercial impact of inappropriate behaviours to a retail business:
 - loss of customers and sales
 - poor reputation.

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:

- relevant business technology with internet capability

- relevant documentation:
 - current plain English guidelines issued by regulatory bodies covering:
 - minimum workplace entitlements provided by the National Employment Standards (NES)
 - relevant provisions of Commonwealth, state or territory anti-discrimination and equal employment opportunity (EEO) law
 - industrial awards for retail employees, issued by regulatory bodies or unions
 - organisational policies and procedures that relate to general work practices as detailed in the Knowledge Evidence.

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>