



Australian Government

Assessment Requirements for SIRXPDK001 Advise on products and services

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:

- access and interpret sources of information on four different products or services
- respond to four different customer inquiries for product or service information that individually or cumulatively require provision of information on all of the following:
 - features and benefits
 - price
 - alternative products or services
 - complementary products or services.

Knowledge Evidence

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

- organisational policies and procedures for:
 - interactions with customers
 - product or service pricing
- basic key aspects of legislation that impact provision of information for the product or service range:
 - Australian Consumer Law
 - product or service specific legislation
- interpersonal communication techniques:
 - active listening and questioning
 - communication methods which convey information clearly and concisely
- product and service information for the product or service range:
 - features and benefits
 - price
 - care and handling of products
 - availability
 - storage requirements, shelf life and use by date
 - warranties
 - ingredients or materials contained in product

- origins
- alternative products and services
- complementary products and services.

Assessment Conditions

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

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- a product or service range
- sources of product information
- relevant documentation:
 - current plain English regulatory documents distributed by government regulators outlining factors that impact provision of information for the product or service range
 - price lists
 - organisational policies and procedures relevant to product and service advice
- customers; these can be:
 - customers 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>