



Australian Government

SIRXPDK001 Advise on products and services

Release: 1

SIRXPDK001 Advise on products and services

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers.

This unit applies to individuals working in frontline customer service and sales roles in a diverse range of industry 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

Product Knowledge

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Develop product and service knowledge.

2. Respond to customer

PERFORMANCE CRITERIA

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

- 1.1. Identify and access sources of information on products and services.
- 1.2. Interpret information about availability, features and benefits of products and services.
- 1.3. Compare products and services based on product information.
- 1.4. Identify and use opportunities to update knowledge for the product and service range.
- 2.1. Answer customer questions about products and services with

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| requests. | current and accurate information. |
| | 2.2. Use questions to clarify customer information needs. |
| | 2.3. Explain product and service details using clear communication. |
| | 2.4. Source additional information when answer to customer request is unknown or refer to relevant colleagues. |
| 3. Enhance information provided. | 3.1. Identify situations where additional information may assist the customer. |
| | 3.2. Advise on alternative products or services that may meet customer needs when requested item is not available. |
| | 3.3. Recommend complementary products, specials, new lines and promotions to customers according to their needs. |

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

Numeracy skills to:

- interpret pricing 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 SIRXPDK001 Advise on products and services

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.

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